



# AMMAR IFTIKHAR

## NETWORK/SYSTEM ENGINEER

**Nationality:** Pakistani

**Visa Status:** Visit Visa

**Mobile:** + 971 56 909 8707

**Address:** Al-Habtoor Tower, King Faisal Road Sharjah

**E-mail:** ammariftikhar1993@gmail.com

### Career Objective

To seek excellence in profession, growth in career and be associated with an organization offering a responsible position whereby my academic and work Experience can be best utilized, to be well known person in IT field as this is my passion.

### Professional Experience

Server4Sale

Corporate Web Solution

(June 2018 – Nov 2019)

### Technical Support Engineer

#### Responsibilities

- During the tenure of employment with server4sale, I have been giving technical support to the organization's clients in regards to web services and internet security. Some of major clients are National Bank of Pakistan, MCB, Habib Bank Ltd.
- Generates documentation for network design and implementation.
- Generates documentation for network discovery and assessment.
- Generates documentation for network troubleshooting process.
- Working in 24/7 operational environments. Providing support over email, but occasionally provide support on live chat and on phone.
- Administering Linux Operating Systems such as Red Hat, Centos, and Ubuntu.
- Configuration and troubleshooting of Apache, Ngnix, PHP, FTP, SFTP and MySQL.
- MySQL troubleshooting through commands like importing/dumping a database, taking databases backups.
- Web hosting server management using WHM/cPanel, and other control panels installed on Red Hat Enterprise Servers.
- Checking files and folder permission for security.
- Drafting departmental SOP's
- Making notes and minutes of meeting
- Preparing various sheets for data center
- Making SLA on closed deals.
- Making RCA reports of all incident.
- Coordinating with the Data Centers like OVH, Soft layer, iweb, Cloud flare, Rackspace etc.
- Monitor servers and services for alerts and take appropriate action to investigate the cause of the problem regarding servers or services.

## **Network Engineer**

### **Responsibilities**

- Investigate specialist and complex IT support issues.
- Configuring and managing backup and restore procedures.
- Deploying new hardware and evaluating new software and security issues.
- Verify servers and network devices are smooth and working fine at an optimal level all the time.
- Maintained store facilities to ensure smooth functioning.
- Made arrangements and placed orders for new stock and supplies whenever necessary.
- Responsible for upkeep of various appropriate records of materials received.
- Monitored the functioning of store equipment and reported problems and failures to the supervisor.
- Maintain Physical stock & system stock regularly.
- Take estimate from different party & negotiate for discount according to material.
- Overseeing security of all systems, especially the internet, and installing antivirus protection.
- Responsible for diagnosing and resolving hardware, software and end user's problems.

## **BRIGHTS NETWORKS**

**(Internet Services Provider)**

**(Feb 2015 – Dec 2015)**

## **Hardware And Network Support**

### **Responsibilities**

- Establishing the Networking Environment.
- Undertaking Data Network fault investigations in local and wide area environments.
- Customer Services.
- Installation and Configuration.

## **Professional Skills**

- Linux network installation and configuration using LAMP, FTP, NTP, DHCP, SSH Key.
- Installation and configuration of Windows Server 2012 R2, Windows 2008 R2 Server and 2003 Server.
- User Account creation, management and quota creation.
- Virtualization ( Hyper-V, ESXI ) .
- Configuration of Active Directory, DNS, DHCP and FSRM
- Managing Users, Groups, System Policy and Group Policies, TCP/IP Configuration.
- Installation of various Server and Client Windows Operating Systems
- Experience with Diagnosis and troubleshooting of hardware problems for Servers, Desktop PC's and Laptops. Assembled and configured entire computer systems.
- Device Management, Configuration, Backup and restoration.

## Technical Courses/Training completed

Completed Hardware & Networking course from Aptech Worldwide IT Academy, Karachi (Hardware, MCSA, CCNA) (2014-2015)

## Educational Details

EDUCATION	INSTITUTE	Year Of Completion
Bachelor In Commerce	Karachi University	2015
Intermediate(Pre-Engineering)	Jinnah Government College Nazimabad	2012
SSC	Al-Hadi Education	2010
CCNA/MCSA/A+ Hardware	Aptech Computer Education N.Nazimabad	2015

## Reference

Name: Zulfiqar Ahmed  
Company Name: United Arab Bank  
Contact: +971 54 317 4034  
Email: [ahmedzulfiqar22@gmail.com](mailto:ahmedzulfiqar22@gmail.com)  
Location: Sharjah UAE