

MUHAMMAD FURQAN

ASSISTANT IT MANAGER

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Gulberg, Lahore



EDUCATION

BS(CS)

Government College University Faisalabad

2014 - 2018

CGPA

3.0 / 4.0

EXPERIENCE

Assistant IT Manager

Joyland Ltd.

03/2024 Lhr

Job Description

- Provide technical assistance and support to end-users regarding IT systems, hardware, and software.
- Troubleshoot and resolve hardware, software, and network issues in a timely manner.
- Collaborate with the IT team to ensure effective IT support across the organization.
- Assist in managing and maintaining Dell R710, R720 and HP servers, networks (Switches, GrandStream and Unifi APs), and other IT infrastructure components.
- Monitor system performance and security, implementing necessary upgrades and patches.
- Conduct regular backups and disaster recovery planning to ensure data integrity and availability.
- Assist in implementing and enforcing IT security policies, procedures, and best practices.
- Conduct regular security audits, vulnerability assessments, and risk management activities.
- Ensure compliance with regulatory requirements and industry standards related to information security.

Assistant Network Administrator

Image Garments Pvt. Ltd.

03/2023 - 03/2024 Satiana Rd, Fsd

Job Descriptions

- Managing and Updating ZOHO email according to the requirements.
- Managing and updating inventory of Computer Hardware, Printers and Scanners.
- Solution and fixation of employers' queries using Anydesk and VNC.
- Design and implement the company's network infrastructure using Cisco Switch 3750 and Cisco WLAN APs to provide reliable and high-performance connectivity.
- Install, configure and troubleshoot Mikrotik 750GR3 and Power beam M400 for wireless connectivity and remote site networking.
- Configure and manage Veeam Backup Server Machines to provide data protection and disaster recovery capabilities.
- Set up and manage virtual machines using ESXi virtualization to improve server utilization and scalability.
- Install and manage Sophos Firewall to ensure the security of the network from cyber threats.
- Managing and Configuration Dahua, Hikvision NVR with compatible cameras of hikvision and Dahua.
- Install, configure and troubleshoot Scanners, Printers USB and Network to ensure the productivity of the employees.
- Manage and backup ZKteco Attendance Machines.

SUMMARY

Dynamic and results-driven Assistant Manager IT with over 5 years of experience in information technology management, system administration, and project coordination. Proven track record of leading cross-functional teams, implementing IT solutions, and optimizing processes to enhance organizational efficiency. Skilled in network administration, cybersecurity, vendor management, and user support. Strong communicator with a strategic mindset and a passion for leveraging technology to drive business growth and innovation.

SKILLS

Installation & Configuration of Cisco Switch 28xx 29xx 3750e 3760 and Nexus 5548

Managing GrandStream wireless devices GWN7630LR and Cisco 2700 Series

ESXi 6.7 and 7.0 virtualization

Zkteco Ua860 G3 Attendance Machines

Veeam Backup Server SQL Backup

Mikrotik Routers

Installation & configuration of Power beam M400 Rocket M5 Airfiber 5x and 5xHD

Resolve remote queries using VNC AnyDesk Termius Putty Remote Desktop

Installation and Configuration of MS Server 12 16 and 19

MS Office

TRAINING / COURSES

CCNA & HCNA (Routing and Switching) Corvit System (2022)

EXPERIENCE

Network/ Technical Support Engineer

Nexlinx Network Pvt. Ltd

📅 01/2021 - 03/2023 📍 Faisalabad, Pakistan

Job Description

- Supported users in setup and configuration of wireless bridge networks.
- Remotely analyzed and diagnosed complex network faults for end-users, recommending and implementing corrective measures.
- Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
- Provided faculty and staff with security software and network configuration support.
- Perform network systems tuning and recommend improvements of CPs (Client Premises) as well as APs (Access Points).
- Managing and checking of Radio Frequencies of wireless equipment's and Air Fiber 5XHD on daily basis.
- Configuration and Installation of Mikrotik Router board.
- Configuration and Installation of All Ubiquiti devices like Power Beam M5, Nano Station, Power Bridge, Nanobridge and Air Fiber 5x and 5xHD.
- Provide Plan and recommend network hardware, systems management software, and design.
- Performed government Projects Like PLR, ARC, ROD, Health Dept., THQ on various cities etc.
- Inventory Management of all Faisalabad's wireless and fiber equipment.

IT Officer

National Incubation Centre

📅 09/2022 - 11/2022 📍 Faisalabad, Pakistan

Job Description

- Stayed abreast of the latest advancements in hardware, software, and networking technology.
- Actively participated in professional development activities to enhance technical knowledge and skills.
- Developed and implemented robust measures and procedures to safeguard IT systems against cyber threats and potential data breaches.
- Conducted regular security audits to identify vulnerabilities and implemented corrective actions.
- Successfully installed and configured MikroTik Routerboard for efficient network management and optimization.
- Implemented security protocols and optimized configurations to ensure network integrity.
- Led the deployment and setup of security cameras using Zkteco NVR, enhancing surveillance capabilities.
- Implemented monitoring solutions to ensure the security of physical premises.
- Installed and configured thumb scanner devices with private IP addresses, providing secure local access.
- Implemented access controls to enhance security measures.

IT Officer

Masood Textile Mills

📅 11/2019 - 12/2020 📍 Khurrianwala

Job Description

- Coordinated IT operations activities to deliver smooth flow of daily business needs.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Data Entry of Fabric using scanner.
- Checking of IN/OUT System.
- Find and resolve employee's Hardware/Software related issues.

TRAINING / COURSES

Networking and Cloud Computing Technologies (2022)

System Administration and Infrastructure Services (2023)

Cloud Computing HUAWEI (2022)

Security HUAWEI (2022)

Fortinet NSE 1,2,3 Network Security Associate (2022)

Oracle Cloud (2021)