

## SUMMARY

Detail-oriented and skilled System & Network support Administrator with 8 years of experience in managing and maintaining complex IT infrastructures. Proficient in various operating systems and networking protocols, adept at troubleshooting and resolving technical issues efficiently.

## SKILLS

Networking	● ● ● ● ●	On-site and remote support	● ● ● ● ●
Crimping		Printer troubleshooting	● ● ● ● ●
Software & Hardware Troubleshooting	● ● ● ● ●	Laptop troubleshooting	● ● ● ● ●
Windows Environment	● ● ● ● ●	Inventory handling	● ● ● ● ●
Server performance Management	● ● ● ● ●	TCP/IP, DNS, DHCP, VPN, VLAN	● ● ● ● ●
Firewall and IT security Management	● ● ● ● ●		

## EXPERIENCE

- DY.Manager**  
**Masood Textile Mills Ltd. Jun 2020 - Present**
  - Manage and maintain company servers, ensuring optimal performance and uptime.
  - Install, configure, and troubleshoot hardware and software components, including operating systems, network devices, and applications.
  - Implement security measures to protect systems and data from unauthorized access and cyber threats.
  - Monitor system performance and resource utilization, identifying and resolving bottlenecks to optimize efficiency.
  - Perform regular backups and disaster recovery procedures to safeguard critical data.
  - Provide technical support and assistance to end-users, resolving issues promptly to minimize downtime.
  - Document system configurations, procedures, and troubleshooting steps for reference and training purposes.
- IT Support Specialist**  
**Masood Textile Mills Ltd. Jun 2016 - 2020**
  - Microsoft Outlook, Outlook Office 365 configuration, backup,
  - Creation and Management of WDS for Remote OS Deployment over the network
  - Configuration and management of Cisco switches and router for smooth network communication
  - Maintain the assets of pc's and laptops
  - Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
  - Configure and manage Ruckus wireless accesspoint with smart controller (Zone flex R700,600,710 etc)
  - Manage all the inventory of PCs

- Creation and management of Domain and user accounts as well as assign access rights and permission to use the internet facility.
- Managing & Monitoring Network & Coordinate with Vendor
- Provided the Remote support Net meeting using the following software Team viewer, dameware and Any desk Remote Software.
- Monitoring & ensuring a recommended temperature for Server Storage Room
- Manage and Intall TMG, and ISA server
- Create and maintaine antivirus server to block the threats and viruses.
- Installation of Antivirus, Patches & Updates from Backend side & frontend both
- Experience in installation of Windows, configuration, Technical troubleshooting
- Support of server Hardware, operating systems, Microsoft application software and Peripherals, Windows 2000, 2003, 2008, 2012 R2, Windows XP & Windows 7, 8, 10 and 11
- Working knowledge with firewall devices Pfsense.
- Coordination of IT

## EDUCATION **BSCS**

**Mohi-ud-din Islamic University of Islamabad Aj&k** *Oct 2008 - Jan 2012*

## CERTIFICATION **Microsoft Azure Fundamentals**

*2021-05-13*

## TECHNICAL KNOWLEDGE

- Windows Server
- Desktops/laptops/
- Printers
- System performance
- Troubleshooting
- Networking
- Asset Management
- Firewall Management

## LANGUAGES English



Urdu



**DECLARATION** I, **Jawad Ahmad**, hereby declare that the information given above is true to the best of my knowledge.  
Yours Sincerely,  
**Jawad Ahmad**