

MUHAMMAD MURTAZA

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PROFESSIONAL SUMMARY

Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience. Seeking a challenging position in a growing organization where acquired skills and knowledge will be utilized towards continued growth and development.

EXPERIENCE

Senior IT Associate

(02 October, 2023 – Currently Serving)

Punjab Information Technology Board

- Provides technical support in the use of personal computer hardware, software.
- Managing RFID Cards for the ASTP Tenants and Employees.
- Managing the parking system for cars and other vehicles.
- Serves as technical resource to ASTP regarding software, hardware, network related issues.
- Administers user accounts.
- Troubleshoots, repairs and maintenance for computer equipment.
- Works with hardware vendors to resolve equipment failures/problems.
- Performing routine security checks on the systems.
- Install, repair and removes wire and cable lines.
- Manage team providing support related to networks/hardware/software.

IT Helpdesk Officer

(25 March, 2022 – 30 June, 2023)

Department of Agriculture Govt. of the Punjab, Lahore

- Hands-on experience with Security Information & Event Management (SIEM) tools.
- Stay updated with the latest cybersecurity threats and trends and proactively take measures to mitigate risks.
- Network administration, troubleshooting, maintenance, Network Performance (availability, utilization, Throughput, Latency and test for weaknesses), and backup for the entire infrastructure (including databases, LAN/WAN).
- Threat monitoring and DDoS attack mitigation using Huawei Next Generation Firewalls (USG 66XX, 63XX, NIPUSG66XX).
- Installed Kaspersky End-Point Security Anti-Virus to 100 users to secure them from any outside malware or virus.
- Rolled out software updates and applied server patches to thwart threats from penetrating networks.
- Network diagnostic and analysis using Huawei E-Sight tool, Huawei Ocean SAN (Data Store) for backup of VMs and Databases.
- Data centre power failure management & risk assessment using DSC genset, cooling IT racks, UPS, Power DBs and synchronization panel monitoring using DCIM server (Net Eco).
- Managing user accounts, access permissions, and security settings.
- Sangfor HCI solution 6.8.0 installation, monitoring, configuration, clustering, and VM migration.
- Deployment & conducted training of LIMS (Laboratory Information Management System) software using OpenVPN.
- CCTV cameras monitoring and deployment (Both IP & Analog).
- Coordinated with vendors for equipment repairs, replacements, and procurement.
- Focal person of AgriSmart Android application for field staff support and deployment.
- Responding to user inquiries, diagnose and resolve hardware, software, and network issues.
- Provided Tier 1 IT support to non-technical internal users through desk-side support services.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Researched product and issue resolution tactics to address customer concerns.
- Provided on-call support for critical issues.
- Provided basic end-user troubleshooting and desktop support.

IT Officer

(02 December, 2019 – 22 March, 2022)

BECO (Bilal Engineering Co. Pvt Ltd), Gujranwala.

- Oversaw daily performance of computer systems and immediately responded to security issues to keep network up and running.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.
- Collaborated with other departments to help meet IT needs and properly integrate and secure systems.
- Developed and implemented measures and procedures to protect IT systems from cyber threats and data breaches.
- Interacted and negotiated with vendors, outsourcers and contractors to secure products and services.
- Liaised with other departments to minimize network interruptions and possible downtimes.
- Coordinated secure system access of users to various department systems and platforms.
- Oversaw IT department operations and training.
- Managed network and system performance, conducting troubleshooting, security patching, and maintenance.
- Led technology selection and rollout, focusing on organizational planning and supplier service-level agreements.
- Communicated with executive team and CEO to maximize development efficiencies and resolve technology issues.
- Built, repaired and installed computer-related hardware based on deployment procedures.
- Coordinated IT operations activities to deliver smooth flow of daily business needs.

IT Officer

(01 June, 2017 – 30 November, 2019)

SIA Apparel, Lahore.

- Conduct IT-related training for new hires, users and technical teams as needed.
- Managed network and system performance, conducting troubleshooting, security patching, and maintenance.
- Oversaw IT department operations and training.
- Understood key product management roadmap objectives and requirements to develop product technology strategy.
- Coordinated technical training and personal development classes for staff members.
- Automate the process for improvements to ensure system reliability, scalability, security, integrity and performance.

SKILLS

Penetration Testing | Vulnerability Assessment | System Hardening | Web Services | Cloud Services and Security | Firewall Security | Switches and Routers | Remote System Analysis | Network Infrastructure Monitoring | VPN Configurations | Video Conferencing | Component Replacements | Computer Hardware Knowledge | Help Desk Support | Technical Support Triage | Application Support | Server Troubleshooting | Diagnosis and Troubleshooting | Network Testing | Data Security | IT Service Management (ITSM) Oversight | Security Management | Data Backup and Recovery | IT Policy Development | Vendor Management | Change Management | User Trainings | Project Management

EDUCATION

B.Ed. (Allama Iqbal Open University, Islamabad)	(71 %)	(2018 – 2022)
BSCS (University of Agriculture Faisalabad)	(3.19/4.0)	(2013 – 2017)
F. Sc Pre Engineering,	BISE Lahore	(76 %)
Matriculation Science,	BISE Lahore	(91 %)
		(2009 – 2011)

CERTIFICATIONS

- **CCNA (R & S)**, PUCIT - 2019
- **CCNA (Enterprise)**, Corvit Systems Lahore – 2022
- **CEH**, Corvit Systems Lahore – 2022
- **HCIA (Cloud Computing)**, HUAWEI – 2025
- **Linux Essentials**, Cisco NetAcad – 2022
- **Networking Essentials**, Cisco Netacad – 2022
- **Cybersecurity Training**, Corvit Systems Lahore – 2023
- **Cybersecurity Essentials**, Cisco Netacad – 2023
- **Introduction to Cybersecurity**, Cisco Netacad – 2023