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| Zeeshan Ahmad  **ICT Specialist** | 🖂 [zahmad83@outlook.com](mailto:zahmad83@outlook.com) ✆ +212 6 4399 54 18  UN MINURSO Headquarters  Laayoune, Western Sahara.  [linkedin.com/in/za83](http://www.linkedin.com/IN/ZEESHAN1983) |

Summary

Motivated IT Professional with extensive experience in service desk operations and optimizing ICT services for diverse organizations. Proven expertise in troubleshooting, system configuration, and maintaining IT infrastructure, including Microsoft 365, Active Directory, Adept at managing service requests providing technical support improving IT processes, ensuring data security, and fostering collaboration across teams. Committed to driving innovative solutions that enhance operational efficiency and support organizational goals.

**Area of Expertise …**

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| * Network & Telecommunication * IT Operations & Management * System Administration & Maintenance | * Technical Documentation & User Support * Project Management & coordination * System Testing & Troubleshooting | * Client Relations & Service Level Management * Risk Assessment & Mitigation * User Empowerment & skill development |

Technical Proficiencies

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| Platforms: | Mac, Windows, Unix/Linux |
| Process Flows & Call-Tracking Tools: | ITIL incident management service processes, Marval MSM, Unite INeed, ServiceNow |
| Software: | Office 365, Active Directory, Engine AD Audit, LogMeIn; Citrix Xen Desktop, VMware, Microsoft SCCM, WDS, Microsoft Intune, Windows ADK, JAMF, Mikrotik OS, Crowdstrike Falcon End Point Detection & Response (EDR) |
| Network & Security: | WAN/LAN, Cisco WLC Application Visibility & Control (AVC), VLAN & VPN/Remote Connectivity, TCP/IP, FTP, NAS, DHCP, DNS, Wireshark, Bandwidth Management (QoS), SOPHOS, F-Secure AV |

Career Experience

UN MINURSO – Laayoune, Western Sahara Jan 2024 – Present

IT Hardware Infrastructure Technician

As an IT Hardware Infrastructure Technician, I play a critical role in providing exceptional support and ensuring the seamless operation of IT services across various departments. I assist end-users by resolving technical issues, coordinating service requests, and delivering reliable solutions to ensure high user satisfaction and operational efficiency. My responsibilities also extend to offering support for IT equipment, network systems, and mission-critical applications. Additionally, I actively participate in projects by collaborating with cross-functional teams to improve service delivery, troubleshoot issues, and implement enhancements.

* Provide prompt and efficient technical support to end-users, addressing a wide range of hardware, software, and network-related issues.
* Collaborate with cross-functional teams to resolve service requests, enhancing user satisfaction and service continuity.
* Conduct regular assessments of IT systems to identify vulnerabilities and recommend improvements for data security and access controls.
* Register and process Service Requests using the iNeed application, ensuring swift resolution in compliance with the Lite Service Management framework.
* Troubleshoot, escalate, and resolve incidents within defined Service Levels, utilizing problem-solving techniques in line with ITIL practices.
* Set up and provide ongoing support for video conferencing and meetings using MS Surface Hub and MS Teams, ensuring seamless operation and smooth collaboration throughout the sessions.
* Contribute to deploying and configuring standard user desktop environments.
* Design and publish SharePoint sites, drafting user training materials.

World Health Organization – Peshawar, Pakistan May 2018 – Dec 2023

ICT Associate

Managed the Information and Communications Technology (ICT) infrastructure and services under the direction of the ICT Manager to ensure that corporate applications and services are always available. Managed the complete lifecycle of the onboarding process, including creating user accounts, Office 365 group memberships, MFA assignments, and asset allocations. Plan, deploy, and upgrade servers, applications, and network infrastructure to optimize performance. Assist in the annual ICT planning and budgeting process for the program requirements align with the organizational needs and standards.

* Created a custom Power App to track and manage field office equipment. This app allowed users to check the availability, location, and maintenance status of equipment, improving inventory management and reducing manual tracking by 40%.
* Developed a SharePoint site for new hire onboarding with dedicated sections for documentation, training materials, and checklists. Implemented automated workflows using Power Automate to manage onboarding tasks, including sending welcome emails and assigning tasks.
* Supported the budgeting, planning, and deployment of IT systems, ensuring alignment with operational needs and corporate standards
* Coordinated the procurement of IT equipment, ensuring compliance with organizational standards and effective resource utilization.
* Prepared detailed reports on IT investments and costs, providing data-driven insights for stakeholder decision-making
* Facilitated inter-agency collaboration by sharing the best practices and IT solutions with other UN entities to improve overall service delivery.
* Developed and maintained meticulous documentation for the organization's ICT infrastructure and systems, following established templates and guidelines.

Pakistan Rural Development Programme (PRDP) – Peshawar, Pakistan Aug 2016 – March 2018

ICT Specialist

Managed IT infrastructure, including hardware, software, and networks, ensuring seamless operations and provided technical support to end-users. Contributed to IT projects by driving effective planning, execution, and system maintenance. Develop functional and technical IT system requirements and specifications. proactively made the changes to the infrastructure required for ICT platforms, software, and services to function at their highest level of effectiveness in accordance with ITIL international standards.

* Administered Office 365 services using the Office 365 Admin Center, overseeing user accounts, managing mailboxes, and configuring licenses for Exchange Online, SharePoint Online, and Microsoft Teams.
* Implemented an automated leave approval process using Power Automate. This workflow connected to Outlook and SharePoint to manage leave requests, notifications, and approvals, streamlining the process and reducing manual handling by 60%.
* Developed and maintained IT policies and procedures to ensure compliance with organizational standards and effective user support.
* Led the IT procurement and inventory management function; Maintained a database containing information regarding licenses, warranties, and service agreements for the organization's hardware and software.
* Build capacity and manage knowledge by offering help, support, and assistance.

DP World – Jebel Ali Dubai, UAE Sep 2012 – May 2016

IT Helpdesk Support Engineer

Served for over 4 years as a front-line technical resource for over 3,500 DP World UAE region users and partners; solving users technical issues using collaboration, troubleshooting best practices, and transparency across teams. Administered track record of action items, assigned ownership to them, and kept everyone informed about any upcoming downtime. Supported field support engineers as per operational requirements. Uncovered and resolved complex technical issues using root cause analysis. Prepared activity reports highlighting recurring problems and requests.

* Developed Power BI reports to visualize system performance data, including uptime, error rates, and resource utilization, enabling proactive identification and resolution of potential issues.
* Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
* Successfully designed and executed the deployment of cloud-based Citrix Virtual Desktop Infrastructure (VDI) solutions, utilizing thin client machines, across multiple departments within the organization.
* Created detailed technical flowcharts outlining the step-by-step procedures for resolving specific hardware and software issues. This initiative resulted in a more streamlined and efficient ticket resolution process, enabling quicker and more accurate troubleshooting by support teams.

Additional Experience

**Technical Support Engineer, Etisalat Telecommunication – Ajman, UAE 2011-2012**

**IT/MIS Assistant, Redr UK – Islamabad, Pakistan** **2010-2011**

Education

Bachelor of Science in Computer System Engineering

University of Engineering & Technology

*Relevant Modules: Computer Hardware & Software, Electrical / Electronic Engineering & Management.*

Conferences & Training

Attended the 2019 GIS for sustainable World Conference held April 30-May 2, 2019, at Intercontinental Hotel in Geneva, Switzerland

Attended CloudFest, the #1 internet infrastructure event in the world, connecting the global cloud computing industry - Germany from 14-19 March 2019.

UN-WHO Certificate in Learning System Canter Configuration Manager (SCCM)

UN-WHO Certificate Introduction to Microsoft 365 for IT Pros!

UN-WHO Certificate in Cybersecurity Essentials and Preventing Phishing

UN-WHO Certificate in Ethical Hacking-Social Engineering

UN-WHO Certificate in Information Security Awareness.

Certificate of Achievement “Digital Forensics” from Charles Strutt University (Virtual)

Certificate in “Project Management Processes and Tools” from School of Project Management EMR Word Health Organization

Professional Training

MoR Foundation |MCSA Windows 10 | Windows Server 2012/2016 | MS Azure Administrator AZ104| CCNA | CompTIA A+ | Linux System Administration | Agile Project Management Basics |Introduction to Computers and Operating System Security | Protecting Yourself Against AI-Enhanced Social Engineering Attacks | SharePoint Online Essential Training

Licenses & Certifications

Management of Risk (MoR)

Certified in Cybersecurity (CC) ISC2

Microsoft Azure Foundation AZ-109

VMware Certified Associate 6 Cloud Management & Automation

Microsoft Office Specialist **|** Mac Integration 10 **|** ITIL V3 Certification

Affiliations

Member (RE) of **Pakistan Engineering Council** **|**Member of **Apple Certified Support Professional** Registry**|** Member of **ISC2**