NETWORK/IT SUPPORT ENGINEER
FAIZAN ALI

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Professional Summary:

As a highly motivated and skilled Network and IT Support Engineer, I possess extensive expertise in designing, implementing, and managing robust IT infrastructures that ensure seamless operations for organizations. With a proven track record of success, I am skilled at handling diverse network and IT support tasks, optimizing performance, and resolving complex technical issues to maintain high levels of productivity and security. Looking an opportunity to contribute my expertise and dedication to the success of a dynamic organization in the UAE.

Technical Skills:

- Systems and Networks Management
- Operating Systems Management
- DNS, DHCP, RDP and File Sharing
- Troubleshoot hardware/software issues
- Active Directory & Group Policies
- Virtualization (VMware, Virtual Box)
- Backup, Recovery and Upgrades
- Check computer hardware
- Microsoft Office, Microsoft Office 365
- Troubleshooting Skills
- Information Security Technologies
- LAN, WAN, Management
- Network Infrastructure Management
- Network Monitoring, Wireless Network
- Network Hardware (Switches, Router, Network Printers)
- Security and Firewalls
- Remote Support, Help Desk Support, Storage System (SAN, NAS)
- Check computer hardware HDD, mouse, keyboards etc.
- Metasploit, OWASP ZAP, Hirens Boot, ACL, Nessus, Nmap-Zenmap GUI, Ettercap,

Certification and Trainings:

- **CC**: (Certified in Cyber security)   **2023**

  CC ID: 1183382
- **NSE 1:** Network Security Essential   **2023**
  ID: DU96ZO3RrV
- **Certified in Cyber Security**   **2022**
  ID: I220629402
- **CCNA** - Cisco Certified Network Associate (200-301)   **2021**
- Network Fundamentals   **2021**
  ID: 428036

Education:

- **Master of Science– Information Security**   **2021**
  Air University of Pakistan

- **Bachelor of Science – Telecommunication and Networking**
  COMSATS University of Pakistan   **2017**

Work Experience:

IT Support Engineer, 7th March 2022 – 30th June 2023 National Skills University (Islamabad)

- Manage, maintain and troubleshoot Network LAN, WAN.
- Monitoring Network, Latency, and Node's Internet connectivity.
- Install, manage, and troubleshoot network devices (firewall, Switches, Access points Wi-Fi routers, network printer, and attendance machines).
- Ensure to daily operational IT/help-desk issues.
- Manage Servers DHCP, RDP, Print Server, Data sharing, backup server, etc.
- Group Policies, Map and Quota Drives, File sharing and Profile management.
- Assist in network/WIFI configuration and maintenance issues in order to ensure network uptime
- Ensure all computers/workstations/laptops are compliant with latest software updates, software White-listing, and other anti-virus/security controls
- Provide technical support in all domains to our offices and Clients.
- Configured attendance management software, performing routine audit of system and software.
- Microsoft Office 365, Outlook management, Emails backups, Restoring email data.

Network Engineer, 5th September 2017 – 31st August 2020 CACSYS Engineering (Islamabad)

- Manage LAN, WAN Network.
- Monitoring Network and Node's Internet connectivity.
- Manage Network devices (Cisco Switch, Wi-Fi Router, Network printers).
- Managing and troubleshoot quires of System and Networks troubleshooting.
- Software installation, OS installation.
- Report network operational status by gathering and prioritizing information and managing projects
- Upgrade data network equipment to the latest stable firmware releases
- Network Cabling, CCTV Camera, NVR configuration & troubleshooting.
- Conducting daily backup operations.
- Managing technical documentation.
- Ensured Computer working and operational efficiency.
- Installation of SEO related software.
- Maintain and troubleshoot LAN Network.
- Network Cabling
- Maintain Hardware

Network Engineer, 11th January 2017 - 30th July 2017 i3 Pathfinder Solutions (Islamabad)

- Managing and supporting quires of System and Networks troubleshooting.
- Manage Network devices (Switches, Wireless Router, Network printers)
- Ensured Computer working and operational efficiency.
- Installing, testing and debugging the different software on client side.
- Troubleshooting computer hardware and software problems including laptops.
- Maintain and manage user data, System up-gradations, Hardware, Software installation.
- Remote support