



Syed Atif Intisar

Nationality: Pakistani **Date of birth:** 05/09/1980 **Gender:** Male

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Karachi (Pakistan)

ABOUT ME

IT Administrator/ IT Assistant Manager / IT Executive / IT Support / Desktop Support / Network Support Engineer with 16 years of experience in IT support and Network administrator. Knowledge of Client and Server applications, as well as Installation and configuration of desktops and servers. Based on her professional background, I have the potential to work in a highly dynamic environment as a team leader/member with excellent communication, and interpersonal. Specialties: TCP/IP, LAN/WAN Technologies, IT Support and Network Administration, Virtualization, Cisco Switching (CCNA), Routers, Budgeting, Client Relations, IT Infrastructure and Design, Microsoft Server, Storage technologies (NAS), Virtualization Technologies, Office Software and Technologies. Configure Access Control and Time Attendance Management on LAN and WAN maintenance surveillance system, IP'S Cameras DVR and NVR, CCTV administration and configuration. I am confident working with the development of new technology implementing design network wire and wireless, monitoring network and site statistics, and conducting search engine optimization.

WORK EXPERIENCE

IT ADMINISTRATOR

Maria Enterprise (Pvt) Ltd. [05/06/2022 – Current]

City: Karachi

Country: Pakistan

- Monitoring and maintaining network servers and workstations.
- Upgrading, installing, and configuring new hardware and software to meet company objectives.
- Implementing security protocols and procedures to prevent potential threats.
- Creating user accounts and performing access control.
- Performing diagnostic tests and debugging procedures to optimize computer systems.
- Documenting processes, as well as backing up and archiving data.
- Developing data retrieval and recovery procedures.
- Training and overseeing the activities of other IT technicians
- Designing and implementing efficient end-user feedback and error reporting systems.
- Supervising and mentoring IT department employees, as well as providing IT support.
- Keeping up to date with advancements and best practices in IT administration.

IT EXECUTIVE

COPHC, GITL PVT LTD. GWADAR INTERNATIONAL TERMINAL PORT [18/04/2016 – 29/04/2022]

City: Karachi

Country: Pakistan

Provides updates, status, and completion information to manager and/or users, via voice mail, e-mail, or in-person communication

- TOS, Configuration of Terminal operating system
- WeBOC, Web Based One Customs and System of Goods Declaration and Clearance
- IT and System Support monitors and maintains the company computer systems, installs, and configures hardware and software, and solves technical issues as they arise.

- Server administration & configurations and VMware and Hyper-V Installation, maintenance and troubleshooting. Virtual Private Network(LAN, WAN), Active Directory Designing
- Maintenance of CCTV Cameras and NVR Configured policy management as per company policy
- EDI, Electronic Data Interchange for sharing data between two parties.
- Implement global support processes and provide visibility and escalation paths for regional IT teams
- Maintaining required records for the executive member and department
- Recovery, reinstallation/reimaging of failed desktop and laptop computers
- Answer phones, handle general inquiries, relay messages to appropriate parties
- Manage Outlook calendar and coordinate meetings
- Managing operations such as computer networks, hardware, software, and other IT infrastructure to ensure it is functioning properly
- Developing and implementing policy related to information security and privacy concerns

NOC IT ADMINISTRATOR

TILTON COMMUNICATION LTD. [08/04/2013 – 30/01/2016]

City: Karachi

Country: Pakistan

Assist other team members with escalated cases or operational issues.

- Maintain/upgrade internal systems.
- Internal & client network and systems diagnostics.
- Deploy system patches by defined SOPs.
- Responsible for implementing, tuning, and maintaining server environments.
- Actively seek out opportunities to improve existing practices, procedures, and technology implementations.
- Deploy security/bug fixes to Systems and perform any other planned maintenance activities on an established cycle.
- Maintain awareness of software patches and their impact on the environment.
- Issue problems, change, and request tickets when necessary for both Infrastructure and customer environments.
- When appropriate, escalate issues quickly and efficiently to solve problems.
- Onboarding tasks for new client environments
- Onboarding tasks for current clients
- Running rapid-fire on prospective clients' environments
- Other tasks as appropriate.
- Monitor network performance and maintain network security
- Install, configure, and maintain computer hardware, software, and peripherals
- Troubleshoot and resolve IT-related issues reported by users
- Manage user accounts, access rights, and security settings
- Ensure the availability of network resources and services
- Install and configure network hardware, such as routers and switches
- Monitor system performance and security logs
- Train users on new hardware and software
- Research and recommend new IT technologies and solutions
- Work with vendors to resolve technical issues

NETWORK ADMINISTRATOR

OZZIT CREATIONS LTD. [06/06/2012 – 31/03/2013]

City: Karachi

Country: Pakistan

- Maintaining computer networks and systems including software, mainframes, VPNs, routers, and other physical hardware
- IT Support maintains the computer networks of all types of organizations, providing technical support and ensuring the whole company runs smoothly.
- Installing and configuring network equipment to update or fix hardware or software issues
- Server administration & configurations and VMware and Hyper-V Installation, maintenance, and troubleshooting. Virtual Private Network(LAN, WAN), Active Directory Designing
- Updating virus protection software to keep data and communications protected

- Monitoring computer systems to improve network performance for computer systems and networks
- Communicating networking issues to other employees and management, especially in training new users
- Fixing software and hardware configuration issues for users on-demand or from inspection of the systems
- Install and configure computer network equipment.
- Maintain network connectivity of all computer workstations.
- Provide network support to users.
- Maintain servers and associated hardware, applications, services, and settings.
- Develop and monitor policies for the use of network resources.
- Implement and manage disaster recovery and backup.
- Evaluate and recommend security improvements and system upgrades.
- Monitor the network to ensure optimal performance.
- Create and maintain network users/permissions.
- Test release of products to minimize user impact and ensure compatibility.

NETWORK ENGINEER / NETWORK ADMINISTRATOR

EDEV TECHNOLOGIES PVT LTD [01/11/2004 – 30/09/2010]

City: Karachi

Country: Pakistan

Maintaining VMware and the storage infrastructure

- Managing systems and distributed WAN networks
 - Provide end-user technical support issues
 - Managing data communications and telecommunications systems, administrative network servers, and administrative network and systems including system planning, development, software distribution, operational control, monitoring, and security
- Perform technical administration of the user's internet and services, network systems, and administrative servers
- Manage all network devices such as Desktop systems, Laptops, switches, routers, hubs, repeaters, modems, terminal servers, and print servers
 - Develop and maintain documentation of the network cable plant and infrastructure for buildings and Branch office sites
 - Implement and monitor network management software, communications software, analysis software,
 - Manage maintenance contracts for network infrastructure devices

JR. NETWORK ENGINEER

CLEAR AID'S [02/07/2001 – 30/08/2004]

City: Karachi

Country: Pakistan

Installing, configuring, and testing new network hardware and software

- Coordinating with IT staff to plan new network installations or upgrades of existing networks
- Troubleshooting network problems by testing network components for malfunctions or defects
- Planning, designing, and implementing new networking solutions for businesses or organizations

Analyzing network performance to identify areas of improvement

- Designing and building computer networks from scratch or improving existing ones
- Installing, configuring, and troubleshooting computer network systems such as routers, switches, Microsoft ISA Server, and network security devices
- Installing, maintaining, and repairing computer hardware such as servers, desktop computers, printers, and other devices

EDUCATION AND TRAINING

Bachelor Degree

University of Sindh [09/02/2006 – 25/08/2008]

City: Hyderabad, Sindh

Country: Pakistan

HSC (Intermediate)

Govt. Premier College [03/01/1997 – 20/09/1998]

City: Karachi

Country: Pakistan

SSC (Matric)

Khan Cambridge School [03/02/1995 – 05/08/1996]

City: Karachi

Country: Pakistan

INTERNAL DIPLOMA INFORMATION TECHNOLOGY

Kingston Advance Technology Institute [01/03/2001 – 25/02/2002]

City: Karachi

Country: Pakistan

ROUTING AND SWITCH ESSENTIALS (RSE)

Kingston Advance Technology Institute [04/06/2002 – 29/11/2002]

City: Karachi

Country: Pakistan

CISCO CAREER CERTIFICATIONS

CCNA (Cisco Certified Network Associate) [04/06/2005 – 04/06/2008]

City: Karachi

Country: Pakistan

ORGANISATIONAL SKILLS

Information Technology Working Summary

Operating Systems

Windows 2012/2008 R2, Microsoft Windows 2012 R2 and Windows 7, 8.0, 8.1, 10, Windows 2003 (Server & Enterprise). Windows 2k (Professional, Server & Advance Server).

Hardware's

All Computer devices installation and configuration standalone printer, Network Printer, Wireless Printers, I/O, LCD, Monitor, Keyboard, Laptop, Systems, Scanners, Network Card, Sound Card, VGA Card, Camera, IP Camera, DVR/NVR with Camera's, WIFI Routers, Routers, Switches Configuration and working on Patch Panel, RJ45 AND RJ11 Connectors etc. Providing Monitoring and maintaining computer system and network and also End-user Support Technicians deliver help to system users by responding to client

queries, solving technical problems, and retaining an organizational network, software, and computer peripherals.

CCTV and Attendance Machine NVR/ DVR Cameras (Online)

Head of Department of CCTV, Configure Access Control and Time Attendance Management on LAN and WAN Installation and Configuration IP'S Cameras DVR and NVR, CCTV administration and configuration

Tools & Technologies Servers

Windows PDC & BDC, IIS7,6 (Internet information server), IBM Lotus Domino and notes, Citrix Server Administrator, VMware Administration, Domain Servers, WSUS Server, Kingdee Server, TOS Server, Exchange Server, SharePoint Server, Central Project Server, Team Foundation Server, VSS Server, Antivirus Server, Email Server, SQL Server, database backup, ISA Server, Backup Server, File Server, FTP Server, Hyper

-V and VMware Administration & Configuration, VPN(Virtual private network), MS Proxy, Win route, Configure iVend Retail System, Point of Sale Configure on Client POS System, SAP Business One, etc.

Experienced in working with Fiber Optic, Satellite internet link, ISDN, DSL, ADSL, Radio Modem, Wireless Technologies, WI-FI Routers, Manageable Switches.

VoIP

Routing of calls through Gatekeeper & also Sipura, Avaya, Panasonic, and Siemens Phones

Firewall

Fortinet Firewall, D-Link Firewall, MS ISA Server with TMG, Firewall, Zone Alarm, Norton Security.

Drive Image

• Hyper-V, VMWare, Norton Ghost, Power Quest, Acronis, and Windows Images with complete backup.

Information Technology Working Summary

• Working on Live IPs, whitelisted, Configuration Microsoft SharePoint Server.

• TOS, Configuration of Terminal operating system

• EDI, Electronic Data Interchange for sharing data between two parties.

• WeBOC, Web Based One Customs and System of Goods Declaration and Clearance.

• IT Support maintains the computer networks of all types of organizations, providing technical support and ensuring the whole company runs smoothly.

• IT and System Support monitors and maintains the company computer systems, installs, and configures hardware and software, and solves technical issues as they arise.

• Updating computer software. as well as upgrading hardware and systems.

• Keeping track of technological advancements and trends in IT support.

• Server's administration & configurations and VMware and Hyper-V Installation, maintenance, and troubleshooting. Virtual Private Network(LAN, WAN), Active Directory Designing

• Live IPs and Public IPs Configure with network equipment.

• Technically support client sides, and resolve issues. Support on remotely branch-to-branch.

• IBM Lotus Domino 6.5, 8.5, 9.0 and Lotus Notes 6.5, 8.5, 9.0 Installations and Configuration with end-user Support.

• Operate CCTV Cameras and Configured policy management as per company policy

• Microsoft Live Communication Server, Microsoft Live Meeting Server

• FTP Servers, SAP Business One, Microsoft Project Central Server

• VMware Administration and Configurations, Hyper-V, Active Directory Administration

• Print Server, Windows NT Server 4 Administration, TFS Server,

• Microsoft Proxy Server, Wingate Server, Microsoft ISA Server 2000 / 2004 / 2006

Information Technology Working Summary

File Server Configuration, Print Server Configuration, Anti-Virus Server,

- IP Phone Configuration, Web MS Server Configurations
- Installing & configuring Windows Server 2003, 2008R2, 2012R2
- Mail server and Email Accounts Installation, configuration and hosting
- Configuration of Domain Name System (DNS)
- Configuration & Trouble Shooting of Active Directory Services (ADS)
- Good Network Troubleshooting skills using Network monitoring tools.
- Firewall Configuration & VPNs like IPsec, and VPN terminologies.
- Implementing Group Policy objects and DNS, DHCP configuration
- Excellent troubleshooting skills both with hardware and software in Windows environment.
- Firewall Configuration & VPNs like IPsec, and VPN terminologies.
- Wi-Fi Administration, Configuration, Troubleshoot, Wi-Fi Router Configuration
- Configure and Maintenance of wired and wireless networks,
- Onsite and online support and side by side for Desktops, Laptops and handling computer hardware and system networks, Configure IBM Lotus notes, Handling and Maintaining 23 Servers and providing support for Desktops, Laptops, and Network Printers for around 170 Users, Installation and troubleshooting of the products relating to PC's, Installing, Configuring & Administering the following Microsoft Products.
- Solve hardware problems of computer systems. Perform and manage systems, configurations, installation, upgrades, and enhancements.
- Communicate with customers and staff for problem determination and solution
- Administrator Servers, virtualization on servers, Desktop/laptop computers, printers, switches, wireless access points, software deployment, antivirus file server.
- Dynamic Host Configuration Protocol (DHCP) Configuration

Personal Information

Father Name: Syed Intisar Ali

Religion: Islam **Nationality:** Pakistani **Marital Status:** Married **Date of Birth:** 05-Sep-1980

Passport No: KS1795265

Visa Status: On Visit Visa

Covid Vaccinated: Nadra

Driving License, No: 421017936526-5#400(M. Car / M.Cycle)

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Languages

Average written and verbal in English and native in Urdu.

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Hobbies

Various sports including passion for Cricket
