

ZIAD AHMAD

IT and Network Professional

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Islamabad, Pakistan



SUMMARY

Dynamic IT professional with over three years of experience in network infrastructure, server management, and domain controller administration. Proficient in troubleshooting complex IT issues and integrating wireless technologies, with strong Windows support skills. Experienced in project management, ensuring timely task completion and effective resource use. Excellent communication and interpersonal skills enable seamless collaboration with cross-functional teams. Committed to continuous learning and staying updated on emerging technologies to drive innovation and enhance organizational efficiency.

EXPERIENCE

IT Officer

Bahria Town Head Office

July 2023, to Present Islamabad, Pakistan

- As an IT Officer, I Manage and maintain IT infrastructure, including servers, networks, and hardware, ensuring optimal performance and security.
- Provide end-user support, troubleshooting hardware and software issues.
- Oversee installation, configuration, and maintenance of software applications, ensuring they meet user needs and compliance standards.
- Administer Windows Server environments 2012 and Microsoft 365, including Active Directory, DNS, and Windows Deployment Services (WDS).
- Oversee IT equipment inventory, ensuring accurate tracking and availability.
- Organize and manage video conferences, ensuring seamless connectivity and performance.
- Administer TP-Link Omada Controller for effective wireless access point management.
- Manage FortiGate and pfSense firewalls to maintain and enhance network security.
- Handle IT equipment procurement, including assessment and verification to meet Organizational requirements.
- Network Printers installation, sharing and troubleshooting issues.
- CCTV IP Cameras and NVR/DVR installation and configuration and ensure proper functioning and Maintenance.

Associate Services Engineer

EGS Private Ltd.

Sept 2022, to June 2023 Peshawar, Pakistan

- Managed network, computer systems, and printer maintenance for all NBP branches in KPK.
- Performed OS and software installations and maintenance for optimal performance.
- Troubleshoot network issues, Windows OS, and software problems to minimize Downtime.
- Facilitated MS Office installations, upgrades, and troubleshooting to enhance productivity.
- Installed and maintained National Bank-specific software to meet operational needs.
- Configured Outlook email accounts on desktops, laptops, and smartphones for Seamless communication.
- Handled installation, configuration, and troubleshooting of computer systems.
- Delivered end-user support in-person and remotely, resolving issues promptly.

Network Support Engineer

Lady Reading Hospital

July 2021, to Sept 2022 Peshawar, Pakistan

- Configured and installed Cisco and Huawei switches to enhance network performance.
- Installed and troubleshoot IPT systems, access points, and surveillance IP cameras.
- Set up and maintained wired and wireless printers and scanners.
- resolved network issues at the physical layer and tested/ repaired Ethernet cables.
- Installed and organized network infrastructure components, including racks, switches, patch panels, and optical distribution frames (ODF).

EDUCATION

B.Sc. Telecommunication Engineering

UET Peshawar

2017 to 2021

Peshawar, Pakistan

CERTIFICATION & TRAININGS

- CCNA
- MCSE
- VMWare ESXi 8.0

TECHNICAL SKILLS

- Routing:** Proficient in EIGRP, IGRP, RIPv2, and RIP.
- Switching:** Skilled in VLANs, Trunking, STP, EtherChannel, HSRP, VRRP, and switch management.
- Wireless:** Experienced with Cisco and TP-Link wireless Controllers.
- Network Devices:** Expertise in Huawei, Cisco, ZTE, pfSense, Mikrotik, and TP-Link devices.
- Operating Systems:** Proficient in Windows (XP to 11) and Windows Server (2016 to 2022).
- Additional Skills:** Knowledgeable in OSI Model, LAN/WAN technologies, IP addressing, subnetting, DHCP, DNS, MS Office, and cloud computing.

AWARDS

- Certificate of Appreciation for Extra Ordinary Performance at Bahria Town Head Office Islamabad

REFERENCES

Can be provided on Demand