

MUHAMMAD BAQIR

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House No.208, Ammar Block, Nishtar Colony
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SUMMARY

An IT Professional with 9+ years of experience in supporting a variety of IT systems and networks. Proven ability to install, configure, and maintain servers, workstations, and networking equipment. Expertise in user account and permission management, system performance monitoring and troubleshooting, and software deployment and updating. Demonstrable knowledge of skills and practices, such as Microsoft Azure and AWS. Excellent communication and teamwork skills.

AREAS OF EXPERTISE

- AWS skills (EC2, S3, Code deployment, RDS, Security groups etc)
- Open VPN Installation & Configuration
- Windows Servers, Domain Controller, Active Directory
- Basic Shell Scripting
- Operating system & Networking
- System Administration tools
- Clickup Administration, Assist Project Management
- Firewall Configuration and monitoring Nagios
- Configuration and management of MS Office (Office 265 Applications and console)

PROFESSIONAL EXPERIENCE

Duration	Dec 2023 – Till
Company	Practice Care Solutions Pvt Ltd, Lahore
Designation	Information Technology Specialist

Tasks:

- Windows Server 2018 management
- Troubleshooting network issues and VPN connections
- Domain Controller, Active Directory User configuration
- Overseeing day-to-day operations of IT systems, networks, and infrastructure
- Staying up-to-date with emerging technologies and providing technical guidance to the team
- Managing IT budgets and making cost-effective decisions
- Negotiating and managing contracts with IT vendors and service providers
- Ensuring IT systems and data security
- Collaborating with international employees, contractors and external partners regarding IT policies and troubleshooting techniques
- Install and configure operating systems (Windows & Linux), software applications & hardware devices
- Perform system backups and restores
- Automate IT tasks using scripting and configuration management tools
- Provide ongoing management & support for server room infrastructure

Duration	Oct 2019 – Nov 2023
Company	Norgic Pvt Ltd, Lahore
Designation	Network Administrator/Assistant DevOps Admin

Tasks:

- Pf Sense Firewall Installation, Configuration and Management
- Troubleshooting network issues and VPN connections
- EC2 instances creation
- Code deployment on different servers etc
- Installation Configuration of Nagios Core Server
- Install and configure operating systems (Windows & Linux), software applications & hardware devices
- Perform system backups and restores
- Automate IT tasks using scripting and configuration management tools
- Work with developers to implement DevOps practices
- Provide ongoing management & support for server room infrastructure
- Responsible to keep the workflow for office expansion including network nodes and infrastructure buildup with other team member
- Maintains records of work completed and in progress; and update networks/systems
- ClickUp tool Administration
- Demonstrable knowledge in Asterisk IVR applications & Apache Server installation and configuration
- Identifying and solving any problems that arise with computer networks and systems
- Email Client configuration of Microsoft outlook and Thunderbird
- Configuring and installing printers, Access Points and different workstations
- Network cable assembling
- IT inventory management
- Hardware testing and troubleshooting for different machines
- Willingness to service, support, team working and self-motivation
- Develop Internal Documents, Forms, policies etc

Duration	May 2018 – Sep 2019
Company	Nishat Mills Ltd, Lahore
Designation	System Support Engineer

Tasks:

- Configuring workstations and Servers for Local Area Network
- Providing day to day user and workstation support
- Acronis Imaging for different operating system
- Oracle Installation & Configuration for users
- Email Client configuration of Microsoft outlook and Thunderbird
- Interaction with clients and assist for resolving their support and network problems
- Network cable assembling
- Installation and Configuration of Linux and Windows
- Configuring and installing printers, Routers, Switches and different workstations
- Hardware testing and troubleshooting for different machines
- Solution regarding with hardware and software

Duration	July 2013 – April 2018
Company	Vopium (Pvt) Ltd, Lahore
Designation	Sr. IT Support Engineer

Tasks:

- Solution regarding with hardware and software.
- Thunderbird Configuration
- Microsoft Outlook configuration.
- Open VPN Configuration and installation
- Installing Linux for operating systems.
- Day to day maintenance of Print Server, Antivirus Server and FTP Server
- VM Ware Configuration
- Installation Configuration of Nagios Core Server
- Esx (5 & 5.5) Installation and Configuration
- Maintenance and monitoring of IBM Blade Server, Dell Power Edge Servers
- Email Clients configuration on different domains
- Email Client configuration of Microsoft outlook and Thunderbird
- Interaction with clients and assist for resolving their support and network problems
- Monitoring and Management on Kerio Firewall, DHCP, DNS
- Configuring and installing printers, Routers, Switches and different workstations
- Installation and Configuration of Nagios Core Server
- IT inventory management
- PfSense Firewall Installation, Configuration and Management
- Maintenance and monitoring of IBM Blade Server, Dell Power Edge Server

CERTIFIED TRAININGS & EXTRA SKILLS

- Microsoft Azure Administrator Associate Certified
- MCITP training from NETS institute of Lahore
- Working knowledge of MCITP
- Circuit Maker, Electronic Workbench
- D-Link & TP Link Switches Configuration
- Esx (5 & 5.5) Configuration
- Inventory Management

EDUCATION

- **Bachelor of Engineering (Electronics)**, BZU, Multan in Session 2004-2009
- **F.Sc. (Pre-Engineering)**, FBISE, Islamabad in Session 2002-2004

REFERENCES

- On demand