

Imran Irshad

IT Support & Network Engineer | Skilled in Troubleshooting & Administration

📍 Islamabad, Pakistan 📞 +92 314 5468469 @ imranirshad002@gmail.com

Profiles	 iimranirshad  Imran Irshad	
Summary	Dedicated IT Support and Network Engineer with expertise in troubleshooting, system maintenance, and network administration. Completed CCNA training, covering key topics such as IP addressing, subnetting, routing protocols (RIP, EIGRP, OSPF), VLANs, switching, NAT, and WAN technologies. Proficient in cloud computing solutions, with strong knowledge of artificial intelligence, desktop and mobile application development. Skilled in configuring and managing networks, ensuring seamless operations, and delivering efficient technical support through innovative and practical solutions.	
Experience	Pakistan Meteorological Department Internee in IT Support & Network Engineer https://www.pmd.gov.pk/en/ - Currently working as an IT Support and Network Engineering Intern at Pakistan Meteorological Department (PMD), responsible for troubleshooting and resolving issues related to internet connectivity, LAN, Printers, and internal network support. Survey of Pakistan Internee in IT Solutions and Support https://surveyofpakistan.gov.pk/ - Completed an internship at Survey of Pakistan, gaining hands-on experience in IT tasks, including web and desktop project development and organizational projects. - Worked on network connectivity, diagnosis, troubleshooting, and CRUD desktop applications to ensure optimal system performance. - Managed user accounts and access control using Active Directory for secure and efficient user management. July 2025 - Present HQ, Islamabad Aug 2023 - Oct 2023 HQ, Rawalpindi, Pakistan	
Education	Pak-Austria Fachhochschule Institute of Applied Sciences and Technology BS in Computer Science 3.34 (83%) https://paf-iaast.edu.pk - Completed Bachelor of Science in Computer Science with a strong focus on computing sciences, Computer Networks, Cloud Computing and Programming. - Developed “PAK-LEGAL-AI” as Final Year Project — an AI-based legal advisory system that leverages natural language processing and machine learning to provide responses to user legal queries. Oct-2021 to May-2025 Haripur, Pakistan	
Skills	IT Support Troubleshooting, System Maintenance, Technical Support, Hardware/Software Installation Active Directory User Management, Access Control, Group Policies, Directory Services Tools MS Office, Power BI, Cisco Packet Tracer, GitHub, Azure, Figma	Networking Network Administration, Network Configuration, Troubleshooting, TCP/IP, Subnetting, LAN Programming C++, C#, Python, Flutter, SQL AI & Machine Learning AI, Natural Language Processing, RAG, ML

Soft Skills	Problem Solving	Leadership	Adaptability	
	Prompt Engineering	Digital Literacy		
Final Year Project	PakLegal Ai A Flutter-based chatbot application using RAG (Retrieval-Augmented Generation), to provide users with accurate legal information based on Pakistan’s Constitution and legal framework.			
Projects	Console Game Demonstration of programming fundamentals through a simple console-based game.		Inventory Management OOP-based desktop application with a database and access control for managing inventory.	
	Token Management System Console-based demonstration of DSA for handling efficient counter management based on token numbers.		Restaurant Management System Full-fledged desktop application with an intuitive UI, database integration, and detailed reporting features.	
	Chat Application A complete chat application demonstrating computer network concepts and real-time communication.		Document Analyzer RAG-based ML project for analyzing documents and providing query responses based on document content.	
Awards	Dean's List of Honor Fall 2024, Spring 2025		Teaching Assistant Computer Networks Course	
Languages	English		Urdu	
Certifications	Networking Basics	Dec 25, 2024	Technical Support Fundamentals	Jan 23, 2025
	 Cisco		 Google	
	The Bits and Bytes of Computer Networking	Jan 23, 2025	Troubleshooting and Debugging Techniques	Aug 13, 2024
	 Google		 Google	
	Digital Transformation with Google Cloud	Feb 6, 2024	Using Python to Interact with the Operating System	Jul 15, 2024
	 Google		 Google	
	Flutter and Dart: Developing iOS, Android, and Mobile Apps	Jan 4, 2025		
	 IBM			
Trainings				
	Cisco Certified Network Associate (CCNA) – Training & Preparation Corvit Systems, Islamabad			Jun 2025 - August 2025
	- In-depth training on network fundamentals, IP connectivity & services, security fundamentals, and automation - Hands-on practice with routing & switching concepts (VLANs, OSPF, NAT, DHCP etc.) - Preparing for CCNA (200-301) certification exam			
References	Available upon request			