

MUHAMMAD NAEEM

Sr. System Engineer

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Current Location: Dubai, United Arab Emirates

Visa Status: Visit Visa, Valid till Sep 06, 2023



SUMMARY

Experienced Senior Systems Engineer with over 10 years of expertise in designing, implementing, and maintaining resilient IT infrastructures and systems for national and international organizations. Adept in network design, server administration, virtualization, cloud technologies, troubleshooting, and security-related issues. Led a team of 5 junior team members, reducing downtime & cost, improving network speed, and consistently achieving 95% or higher customer satisfaction in resolving IT issues.

SKILLS

Hard Skills:

- **Server Administration:** Windows Server 2022, Linux (Red Hat, CentOS), DHCP, DNS, Active Directory, File Server
- **Network Administration:** TCP/IP, Routing & Switching, LAN, WAN, WLAN, VLANS, VPN
- **Virtualization Mastery:** VMware vSphere and ESXi
- **Cloud Proficiency:** MS Azure Fundamentals, Azure Active Directory, Exchange Online, Office 365, MS Teams
- **Backup & Disaster Recovery:** Backup & Restore, VEEAM Backup & Replication
- **Storage:** SAN, NAS, and RAID Configuration
- **Scripting:** Bash, Python, JavaScript, PHP
- **Security:** ACL, Firewalls
- **IT Asset Management:** Servers, workstations, printers, licenses, telephony systems (PBX, IP PBX, IP Phones), and other network devices/equipment
- **CCTV:** Analog/IP Cameras, DVR, NVR
- **CMS & Other Tools:** WordPress, Adobe PS (Photoshop), AI (Adobe Illustrator)

Soft Skills: Leadership, Teamwork, Problems-Solving, Attention to detail, Adaptability, Ethical Approach

PROFESSIONAL EXPERIENCE

Sr. System Engineer

Mar 2017 - Jun 2023

Tech Origin (SMC-Private), Rawalpindi, Pakistan

A well-reputed Us based Software Development Company

- Led the design, implementation, and optimization of the company's network infrastructure, resulting in a 30% increase in network reliability and a 25% reduction in downtime.
- Developed fault-tolerant system architectures, ensuring continuous operations even during hardware or software failures, leading to 100% data availability and zero data loss.
- Collaborated with development teams to implement application-level fault tolerance, achieving a 25% reduction in system failures and improving overall application stability.
- Provided expert guidance to junior engineers and IT support teams, resulting in a 25% reduction in network-related support tickets and an 80% improvement in problem resolution time.

Achievements

- Deployed a wireless communication system, replacing the old, inefficient LAN, leading to increasing network performance by 25% and decreasing downtime by 30%.

System Engineer

Sep 2013 - Feb 2017

Bakhtar University, Kabul, Afghanistan

One of the leading Universities in a Private Sector

- Managing and optimizing the organization's IT services & network, attaining high availability and minimizing downtime incidents by 20%.
- Spearheaded the deployment of new network technologies, leading to a 30% reduction in overall network maintenance costs and a 25% increase in overall network performance.
- Implementing network security measures, following a 95% reduction in security breaches and assuring compliance with industry standards and regulations.

Achievements

- Designed & developed the organization's network from scratch up to 100 nodes, and implemented an information technology security system, consequently, increasing security by 50%.

IT Engineer

Dec 2010 - Aug 2013

RANA UNIVERSITY, KABUL, AFGHANISTAN

A well-known University in a Private Sector

- Led efforts to optimize the company's infrastructure, bringing a 20% reduction in operational costs and a 15% increase in system performance.
- Designed and implemented scalable and redundant systems, minimizing downtime by 25% and guaranteeing continuous service availability for critical applications.
- Strengthened network security, causing a 50% decrease in security incidents and breaches.

Achievements

- Deployed a fault-tolerant server architecture that achieved 99.99% uptime, safeguarding critical business applications to remain accessible and operational at all times.

Technical Support Engineer

Feb 2004 - Nov 2010

VOXEL COMMUNICATIONS, ISLAMABAD, PAKISTAN

A reputable BPO/Outsourcing and Offshoring Consulting

- Set up, configured, tested, and maintained over 100 new computer systems including peripherals, applications, and databases, increasing network performance & organization's revenue by 30%.
- Provided cost-effective support solutions to users which reduced company spending by 20% annually.
- Ran 25+ support tickets daily with a 99% success rate, & applied best practices for ticket management which reduced resolution time by 30%.

Achievements

- Extended corporate network by up to 200 nodes with fault-tolerant, resilient, smooth network design and policies resulting in an increase in the organization's revenue by 25%.

EDUCATION

MSIT (Master of Science in Information Technology)

PIMSAT, Karachi, Pakistan

TRAINING & WORKSHOPS

- CCNA
- RHCE
- Linux System/Network Administration
- MCSE
- Essentials of Cyber Security
- Freelancing / SEO