

Arslan Ahmed (IT Support Specialist)

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Summary

As an IT Specialist having **9 year** experience. I am responsible to provide helpdesk support for network users, maintain data workflow and backup systems, and configure and monitor various firewalls and routers. I have good knowledge in IT infrastructure systems design and managing, vendor coordination, computer hardware troubleshooting, IP telephony services management. I am passionate about learning and applying new technologies and solutions to improve the efficiency and security of IT systems and networks. I have been worked with leading companies across the Asia & Middle East.

Area of Expertise		Key Skills
<ul style="list-style-type: none">• End User Support• IT Security Management.• WordPress Web Design• SEO• Active Directory Services	<ul style="list-style-type: none">• Digital Literacy• Social Media Handling• IT Network Design• Creative Content Design• MS Office 365 Integration	<ul style="list-style-type: none">• Teamwork & Administration• Complex Negotiations & Persuasion.• Ability to work under pressure.• Problem Solving & Flexible

Experience

Assistant Manager Information Technology

Khat Al Haya Management of Health Insurance Claims LLC (LifeLine TPA)

August, 2022 to Present

Sharjah, UAE

Responsibilities: -

- Design, develop, implement and coordinate systems, policies and procedures.
- Ensure security of data, network access and backup systems.
- Act in alignment with user needs and system functionality to contribute to organizational policy. Identify problematic areas and implement strategic solutions in time.
- Preserve assets, information security and control structures.
- Improve, tune and expand all systems as growth demands.
- Ensures infrastructure installations go smoothly, as well as software and hardware upgrades.
- Ensure maximum accountability and accuracy for management technology assets, vendors, software licensing, and hardware support.
- Directs infrastructure operations globally including the management of: infrastructure equipment, data centers, application administration, servers, databases, telecommunications, networks, enterprise systems, data storage, data processing in on premise and multiple cloud provider environments.
- Oversee the security of the operations including intrusion, detection and prevention solution

- Develop computer information resources for data security and control, and disaster recovery for internal legacy systems and SAAS providers.
- Maintain a disaster recovery plan for IT operations and production systems and coordinate responses to emergency production issues; resolve conflicting demands from users for service.
- Provide technical input and recommendations for contracts, software and related goods and services needed for technology areas.
- Negotiate with and direct vendors and contractors, including contract management.

IT Helpdesk Engineer

June, 2019 to July, 2022

Sui Northern Gas Pipelines Limited

Gujrat, Pak

Responsibilities:-

- Respond promptly and professionally to IT helpdesk queries, issues
- Provide technical assistance and troubleshooting to end users queries, ensuring issues are resolved accurately and efficiently.
- Utilize excellent communication skills to effectively convey technical solutions to both technical and non- technical users.
- Maintain detailed records of all interactions and solutions in the helpdesk ticketing system. Collaborate with the broader IT team to escalate and resolve complex technical issues.
- Participate in regular training sessions to stay updated on the latest technology trends and updates.
- Contribute positively to a team-oriented work environment and actively share knowledge with colleagues.
- Install and configure computer hardware, operating systems and applications, also providing the related support, troubleshoot system and network problems
- Respond to user needs and questions regarding network access.
- Provide support including technical guidelines shared within the Function. Maintain and upgrade computer systems.
- Maintain other computer peripheral devices (printers and solving printing problems if they arise).

IT Support Engineer

Aug, 2015 to May, 2019

Pakistan Telecommunication Company Limited

Gujrat, Pak

Responsibilities:-

- Provide basic Infrastructure and systems administration support.
- Assist in implementing approved changes onsite by acting as an extension of the backline teams.
- Basic network patch cable changes under the direction of the Infrastructure Team and replacement of faulty network cables using ready-made cables from stock.
- Responding to client IT support requests.
- Meeting with clients to diagnose software, networking, or hardware issues.
- Providing technical support on-site or via remote-access systems.
- Offering solutions that meet the needs of the client.
- Repairing hardware malfunctions, software issues, and networking problems.
- Responding to technical support calls from end users of computers and software applications.
- Provide onsite end-user equipment support (i.e. desktops, screens, scanners, printers, docking stations, classroom, and meeting room equipment etc.
- Provide onsite office automation software and approved application suite support.

Computer Technician		Nov, 2014 to July, 2015
FARAN Institute of Technology		Gujrat, Pak
Responsibilities:-		
<ul style="list-style-type: none"> Assisting with the networks, hardware, wireless networks, IT security and fire walls, and software across supporting the institute's management information system engage Setting up the appropriate firewall systems and web filters at the institute to facilitate safe internet access for the students. Assisting the Head of IT to define ICT usage policy at the school including email policy, internet policy, acceptable use of ICT policy and hardware usage policy. Assist with the administration of systems for the reporting of IT issues. To work with the team to account for all the IT equipment (software and hardware) at the institute by maintaining a full inventory of assets and implementing systems to secure equipment. To provide feedback on up-to-date research and test modern technologies that could support improvement in the institute. 		

Education

BS Information Technology		Mar, 2015 to Nov, 2022
Virtual University of Pakistan		Lahore Pakistan
Specialization:-		
<ul style="list-style-type: none"> Network Design End User Helpdesk Support 	<ul style="list-style-type: none"> IT Infrastructure and Management Cloud Computing 	
Diploma in Instrumentation Technology Government		Sept, 2011 to Mar, 2014
Swedish Pakistan College of Technology		Gujrat, Pakistan
Specialization:-		
<ul style="list-style-type: none"> Automation Control Computer Architecture & Design 	<ul style="list-style-type: none"> Electrical & Electronics Systems Fiber Optics & Telecommunication 	

Professional Training & Certifications

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| <ul style="list-style-type: none"> Google Certified IT Support Professional Certified WordPress Developer Certification in Graphic Designing Sponsored training in IT Network Design Cisco Certified Network Associate | <ul style="list-style-type: none"> Certified SEO Expert Video Editing & Animation Certified Responsive Web Designer Fortinet Certified Network Security Professional Professional training in End User Support & Service. |
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