

**IRFAN**

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| **AREAS OF EXPERTISE**Infrastructure ManagementSystem AdministrationInformation SecurityServer / Storage ManagementContingency PlanningIncident ManagementRisk Assessment / Impact AnalysisRegulatory AdherenceCost Benefits AnalysisDigital TransformationTechnical Specifications DevelopmentPolicy Designing and ImplementationProject DeliveryVendor Evaluation**PERSONAL SKILLS**Effective CommunicationActive LeadershipTeam PlayerMentorEnthusiasticKeen Learner | **PERSONAL SUMMARY*** Amulti-skilled certified professional with over23 years of rich experience in IT Infrastructure, Security, IT Operations and Service Delivery.
* A keen planner, strategist & implementer with demonstrated abilities in managing entire IT Operations entailing planning and management for streamlining business operations.
* IT security specialist with a passion and talent for aligning security architecture, plans, controls, processes, policies and procedures with security standards and operational goals.
* Expertise & proficiency in infrastructure administration, server / storage deployment, technical procedure, documentation & client relations.
* Deft at analysing information system needs, evaluating end-user requirements, custom solution designing and troubleshooting with accuracy and precision.
* Identifying key processes, risks and business impact and design contingency plans & incident handling procedures for uninterrupted services to customers.
* Continual monitoring & proactive maintenance activities to minimize expected problems and to achieve maximum network uptime
* Highly resourceful and proficient in architecting timely and cost-effective integrated technology solutions.
* Providing prompt and timely 24x7 support to clients on various issues while managing, motivating and mentoring team members on the same.
* Excellent communication & interpersonal skills to build customer relationship & confidence and establish connections.
* Proven abilities in resolving complex & business critical issues within committed timeframe.
* Handling project scheduling & analysis, effort &cost estimation, resource deployment, allocation, budgeting and deadlines.
* Conceptualizing, developing & executing new ideas depending on user and organization landscape.
* Developing long-term partnerships with suppliers & vendors and evaluating their performance to ensure meeting of service, cost, delivery and quality norms
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**TECHNICAL SKILLS AND COMPETENCIES**

Security Appliances: Cisco PIX/ASA, Fortinet Firewall, Sophos Firewall, Antispam & Endpoint, SonicWALL Firewall, ESET Endpoint, ProofPoint& Barracuda Antispam

Networking: Cisco Meraki, Routers, Switches & Access Points, IBM Blade Switches, Riverbed

WAN Technologies: Leased Lines, MPLS, ADSL, IPsec & SSL VPN

Hardware: IBM/Lenovo xSeries Servers, IBM/Lenovo DS & StorWiz Storage, HP ProLiant Servers, NetApp, Synology

Platform: Windows Servers, Linux CentOS, Ubuntu, Kali, Raspbian

Virtualization: VMware ESXi Hypervisor, Microsoft Hyper-V, VMware vCenter

Services: Microsoft Active Directory, Exchange, RDS, Great Plains, Certificate Server, NPS, BlackBerry Enterprise Server, System Center Configuration / Operation Manager, OpenText RightFax, Alchemy

Backup / HA: Veeam Backup & Replication, Veritas BackupExec, Enterprise Vault, VMware SRM, DoubleTake Availability

VoIP: Mitel IP Telephone System

IoT: Raspberry Pi

Languages: Visual Studio .Net, ASP, JAVA, Android Studio

Database: MS SQL Server, Oracle, MySQL

Tools: Zabbix, ManageEngine, GNS3,SolarWind

**EMPLOYMENT DETAILS**

**Jun’06 - till date: Group of Companies in Sharjah, UAE for Managing IT Infrastructure, Security & Service Delivery**

*Country’s leading group in steel and construction, in Emirates and India*

**Key Result Areas**

* Managing a team of 7 administrative & technical staff.
* Reporting to Group IT Manager & IT Director
* Managing, administering & facilitating:
* Corporate Network of 24 Branch Offices over MPLS and IPsec/SSL VPN
* 800+ Network Nodes & 600+ End Users
* Multi-Vendors layer of Security Firewalls
* Multi-VLAN network for Wired, Wireless, Voice & Guests
* Virtualized Environment of 70+ VMs on 12 Hosts machines
* Clustered on-premises Email Services
* Centralized desktop & data for identical user experience
* High Availability & Disaster Recovery implementation & testing
* WAN Optimization for DR site & critical traffic
* Domains & NS management, FTP, Web server& Webhosting
* IP-Telephony connectivity for branch offices& roaming users
* Actively involved in implementation& customization ofERP
* Surveillance System
* Conduct sessions on new technologies and deployments, providing In-House Training and Test environment for hand-on experience, training for IT staff & end users.
* Manage the IT budgets and expenditure on hardware and software.
* Strengthening the IT infrastructure through to implementing new technologies.
* Performing routine audits of systems and software.
* Recommending and implementing improvements and efficiencies.
* Maintain documentation for ICT procedures, policies, security,changes managementand disaster recovery.

**Out of the Boxinitiatives**

* Develop IT Asset Management System
* Develop Call Accounting Software
* Deploy Raspberry Pi as an IoT for attendance system
* Virtual Billing of IT services to companies to highlight IT as Profit Center

**Dec’05 – Jun’06: Liaquat National Hospital, Karachi, Pakistan (www.lnh.edu.pk) as Manager Infrastructure**

*One of the largest hospitals of the country, providing all medical facilities and a Post-Graduate Medical College*

**Key Result Areas**

* Managed campus-wide LAN of 400 plus nodes and numerous mobile users support
* Actively involved in:
* Network infrastructure designing & implementation
* Routers & VPN configuration & deployment
* Windows 2003 based network administration
* Rendered message & collaboration services over Exchange 2003
* Deployed& maintained ISA Server 2004 as an Application Firewall
* Actively participated in migration from AS/400 based application to Microsoft Great Plains
* Monitored system & network security & performance
* Build competencies of teams on new technologies and support.
* Build & implement an effective Backup & DR plan.

**Oct’03 – Nov’05: TCS (Pvt) Limited, Karachi, Pakistan (www.tranzum.com) as Manager - Networks & Messaging System**

*Country’s largest courier network expanded uptill Middle East, UK and Canada*

**Key Result Areas**

* Oversaw Corporate LAN/WAN infrastructure continuance &system management consisting more than 52 Sites &500 Users
* Supervised network infrastructure designing & installation
* Engaged in routers & VPN configuration & deployment for over P2P & public network
* Established VoIP setup over Cisco Devices
* Ensured Windows 2003 based multi-sites network administration
* Provided message & collaboration services over Exchange 2003
* Developed workflow on Exchange 2003 & SharePoint Portal 2003
* Received an appreciation certificate to arrange a IT Infrastructure training for countrywide IT Support people
* Enhanced network uptime by proper Network Monitoring System & backupplans

**Major Projects**

* Deployed Symantec Gateway Security Firewall
* Migration from Windows 2000 to Windows 2003 Platform
* Migration from Exchange 2000 to Exchange 2003

**PREVIOUS EXPERIENCE**

Jan’02 – Sep’03: Viper Technologies, Karachi, Pakistan as Senior Network & System Engineer

Jul’00 – Dec’01: CyberGen Systems, Karachi, Pakistan as IT Consultant / Network Administrator

Jul’96 – Jun’00: Quality Textile Mills Limited, Karachi, Pakistan as System Support Engineer

**ACADEMIC DETAILS**

* Masters in Computer Science from Preston University, Karachi, Pakistan in 2001

**CERTIFICATIONS& TRAININGS**

* Cisco Certified Network Associate (CCNA-1)
* MCSA (2008), MCITP (2008), MCSE (NT-4.0)
* Certified Ethical Hacker v10
* CCNP Routing & Switching (Self-Paced Training)
* CCNP Security (Self-Paced Training)
* CompTIA Network+, Security+ (Self-Paced Training)
* ITIL v3 Foundation (Self-Paced Training)

**PERSONAL DETAILS**

Date of Birth: 5thFebruary, 1976

Languages Known: English and Urdu

Driving License: UAE& Pakistan