

Fahad M. Siddique

System Analyst

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PERSONAL SUMMARY

Highly experienced IT Systems Analyst with a 20+ year track record in designing and managing secure, efficient, and scalable infrastructures. Proven expertise in Microsoft, Cisco, and Apple macOS environments with deep skills in network optimization, system administration, cloud management, cybersecurity, and enterprise IT operations. Adept in Microsoft 365 Endpoint Management, Azure Networking, Intune, and Copilot integrations.

Known for bridging business needs with technology to deliver impactful, resilient solutions. Open to roles such as System Analyst, Network Administrator, Systems Engineer and IT Manager.

EDUCATION

O' Levels & A' Levels
H.S.C (First Year)
S.S.C

from Karachi Cadet School. Karachi. Pakistan.
from Board of Intermediate Education Karachi, Pakistan
from Board of Secondary Education Karachi, Pakistan

IT CERTIFICATIONS

- MCTS - Microsoft Certified Technology Specialist: Windows 7. Configuration.**
- MCP - Microsoft Certified Professional: Windows XP Professional**

PROFESSIONAL TRAININGS

Cisco Secure PIX Firewall Advance	June 2004 to July 2005
Cisco Certified Network Professional (CCNP)	June 2004 to July 2005
Linux System Administration (SA 1 and SA 2)	June 2004 to July 2005
CompTIA A+ Certification	June 2004 to July 2005
Certified Wireless Network Associate (CWNA)	June 2004 to July 2005
Microsoft Certified System Engineer (MCSE)	June 2004 to July 2005
Cisco Network Academy Program (CCNA)	September 2002 to May 2003
E-Commerce (Web Development)	January 2002 to June 2002
Office Automation	October 2001 to December 2001
Oracle Developer / SQL 2000	February 2001 to August 2001

WORK EXPERIENCE

IT Consultant

Nov 2022 - Current

Kun Ventures (SMC-PVT) Limited. (Karachi, Pakistan)

KunVentures is a Pakistan based company renowned for its new businesses' setups and management in US, UK, CA, UAE and Pakistan.

Responsibilities:

Responsible for advising organizations/companies on technology solutions to improve efficiency and productivity. Assess business needs, implement software systems, and optimize IT infrastructure. Bridge the gap between technology and business strategy, ensuring effective and scalable IT solutions.

- » Project Management
- » Network Design and Implementation
- » Telecom Solutions
- » Server Management
- » CCTV Setup and Maintenance
- » Hardware and Software Procurement
- » Technical Support and Troubleshooting
- » Documentation
- » Training and Development
- » Security Management
- » Client Relationship Management

IT Manager

Aug 2014 - Sept 2022

Star Giga Establishment Limited (Ajman/Dubai, UAE)

Star Giga Establishment Limited is a UAE based property development & real estate company renowned for its development and management of landmark freehold properties in Dubai. UAE

IT Operations:

- » Responsible for the smooth functioning of the IT Department and ERP Solutions for Construction or Property Management. To make sure IT operations with in & out of the office runs smoothly without interruption.
- » Purchase, Setup & Manage Domains, Hosting & Emails for Various Websites.
- » Coordinate/Visit Etisalat officials for Telephone & Internet Services at Star Giga or other office.
- » Manage inter-branch offices connectivity and operations.
- » Analyzing and monitor network performances, power failures & resolving connectivity issues.
- » Configuring hardware and software for network optimization.
- » Configure & manage and Servers' Data, ERP Database and Emails.
- » Configure & manage various devices, mobiles and routers for network operations.
- » Configure & manage IP-Telephones (multiple phone lines and users' extensions lines)
- » Configure & manage Bio-Metric Attendance System for Office Staff.
- » Manage & backup 'Access Card System' (for Residential Projects' Car-Parking and Health Club)
- » Hardware and Software installations, repair and maintenance services of office devices, such as computers, laptops, user-end mobiles, printers, copiers etc.
- » Manage inventory and supplies for various printers and copiers.
- » Manage & Schedule Daily, Weekly and Monthly backups for Users' Data/Fileservers, Databases Server and Emails.
- » Manage, Backup & Optimize Database and resolve wrong entry issues in;
 - iControl Software for Property Management
 - Blue-Chip Enterprise for Accounts
 - VIS-ACC for Construction Management

- » Hands-on recovery for deleted files by users, corrupt hard-disk drives, USB Drives or Users-Data.
- » Hands-on Office Staff/Users Training on how to use and optimize Microsoft Word, Excel Sheets, Adobe Acrobat Reader (PDF) and resolving Printing Issues such as page selection, text within the printer margin area etc.
- » Compose and print various types of Notices for Goldcrest Dreams Tower-A. (graphic or text)
- » Analyze and suggest IT equipment/software purchasing or timely upgrades for running future IT-Operations smoothly.

Broadcast IT Engineer
HUM Network Limited – HUM TV (Karachi, Pakistan)

May 2014 - Jul 2014

HUM Network Limited is a global entertainment and news network. One of the largest broadcasting brands with a strong following among South Asian diaspora around the world. It is a Pakistani media company based in Karachi, Pakistan.

Responsibilities:

- » Maintenance and support for Production Control Room.
- » Configure, Monitor and Support IDF, MDF & Network Infrastructure.
- » Deployment, Support and Maintenance of Apple Macs & Windows PCs
- » Software Deployment and Troubleshooting.
- » Documentation for data backups, recoveries, and topology.
- » Training of IT Staff with performance evaluation.

IT Engineer
HB Media Pvt. Limited - Capital TV. (Karachi, Pakistan)

Apr 2013 - May 2014

Responsibilities:

- » Maintenance and support for Production Control Room.
- » Configure, Monitor and Support IDF, MDF & Network Infrastructure.
- » MPLS Network Support between Karachi, ISP and Islamabad branches.
- » Configure, Monitor and Support TVU Packs.
- » Deployment, Support and Maintenance of Apple Macs & Windows PCs.
- » Software Deployment and Troubleshooting.
- » Documentation for data backups, recoveries, and topology.
- » Training of IT Staff with performance evaluation.

Social Media Manager
ITish Solutions (Karachi, Pakistan)

May 2012 - Mar 2013

Responsibilities:

- » To strategically and tactfully develop macro and micro-level social media marketing campaigns or projects.
- » Tailor current business initiatives/programs to meet and surpass the customer's needs and objectives.
- » Responding to consumer/employee inquiries and engaging in online conversations.
- » Developing social media content and ensuring all queries are being responded to in a time-efficient manner.
- » Create marketing campaigns while managing public messages, people and projects that meet the established development, approval, and dissemination standards of communication that leverage social media, print, electronic, and emergent internet-based interactive media.
- » Reach out to and build relationships with top bloggers and community groups.
- » Maintain a thorough understanding, proficiency, and practice in branding principles, advertising and media planning, public relations, collateral development, printing processes, multimedia (social media, blogs, web, video, etc.) and materials archival.

- » Monitoring emerging trends and company presence within social media and other internet-based marketing platforms (e.g., Facebook, LinkedIn, and Twitter, etc.) to ensure the vanguard of utilization.
- » Monitor customer engagement and identify new ways to activate participation and feedback.
- » Managing crisis situations.

IT Administrator

July 2007 to April 2012

Sky Construction L.L.C (Giga Group). (Ajman, UAE)

An organization in the construction field with various projects running simultaneously. Temporary Project Site offices at construction areas, connected to Head Office, wired or wireless; making sure to have smooth transaction of records without any errors.

Responsibilities:

- » Managed network of 300+ endpoints.
- » Installation, setup and management of networks as per construction projects and requirements.
- » Branch/site to head-offices connectivity and management.
- » Providing communication facilities to the site faculty and offices, such as;
 - Internet. (3G/WiMAX/Broadband)
 - Fax / Telular.
 - PABX systems, Telephones, Mobiles.
- » Responsible for smooth functioning of IT Department and ERP Solutions for Construction.
- » Managing Fileservers, Database server and Backup servers.
- » Implementing VPN/firewalls over high-speed DSL networks of 4 MBps.
- » Responsible for IT equipment purchasing and assets management.
- » Service and maintenance of photocopiers, printers, faxes and computers.
- » Hands on data/system recovery.

Network Administrator

March 2007 to June 2007

Prime-Me Computer Services. (Dubai, UAE)

Newly established company, providing real-time technical support, annual maintenance contracts (AMC) and general hardware services, all over UAE.

Responsibilities:

- » Technical Support In charge (team-leader).
- » Planning and managing department strategy and infrastructure.
- » Make ensured quality of real-time services.
- » Handling all types of support calls and scheduling technicians.
- » Providing best services for designing and implementing Networks, communications systems and all types of IT equipment.
- » Regular basis meetings with clients for feedback and tailored requirements.

Lab. Administrator

August 2004 to February 2007

Govt. National College Karachi. (Karachi, Pakistan)

A College with remarkable history and mastermind Professors who have devoted their more than 25 years to teaching and are backbone to Pakistan's education syllabus outline system. One was granted Computer Science Department to take care of and redesign the infrastructure. Gratifying the network needs through Active Directory and ISA 2000 Server security in Windows Server 2003

Environment.

Responsibilities:

- » Weekly server backups strategy.
- » Ghost Image based installation with recovery image on each system.
- » Anti-Virus guards and updates management.
- » Different software installation and management.
- » Managing the records of all students.
- » Coordination with students, Teaching staff, University of Karachi and lower staff.
- » Making Schedules (timetables) for classes and examinations.
- » Conducting papers of different subjects.
- » Invigilator during different tests and examinations.
- » Conducting lectures in Bachelor of Computer Science (BCS) Department, for the following subjects;
 - Files and Data Bases.
 - Data Communication.
 - Computer Networks.

**Technical Support In-charge – (Part-Time)
Micronix Computers. (Karachi, Pakistan)**

August 2002 to February 2007

Responsibilities:

- » Responsible “Team leader” for ten persons working under my supervision.
- » Site surveying and planning for network support solutions.
- » Provide customer technical support on phone and client location basis.
- » To manage incoming complaint calls regarding system related issues.
- » To provide and assemble personal computer systems/software as our industrial client or user requires.
- » Providing support regarding fault tolerance, antivirus, backup, hardware/software troubleshooting.

Network Administrator

February 2004 to April 2004

Noor College of Professional Education (NCPE). (Karachi, Pakistan)

A renowned IT training Institution with 5 practical computer labs, 30 Pentium-III computer systems each. Redesigned and completely centralized the campus, with technical training of faculty.

Tasks achieved in Centralized Network project.

- » Designed and centralized the labs with network.
- » Designed and implemented Active Directory for user management.
- » User policies designing, management and implementation.
- » Integrated ISA Services with Active Directory.
- » Implemented ISDN (128K) as the cost-effective solution for the institution.
- » Weekly server backups.
- » Ghost Image based installation with backup image on each system.
- » Anti-Virus guards and updates setup.
- » Correspondence with Managing Director (M.D.) regarding network strategies and upgrades.
- » Making policies regarding user, administration and security.
- » Conducting Seminars and workshops.

SKILLS

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|---|---|
| » Microsoft Windows Client OS (2000-11) | » Data Base Management |
| » Microsoft Windows Server (All Versions) | » Google Workspace & ZOHO Integrations |
| » Microsoft SBS Editions | » Firewalls, IP Phones & CCTV Setups. |
| » Microsoft Exchange / Microsoft 365 Online | » Microsoft FrontPage(legacy) & Expressions |
| » LAN & WAN Setups & Management | » Adobe Reader, Illustrator & Photoshop |
| » DHCP / DNS / Forefront TMG (ISA) / IIS / | » HTML 5 / DHTML / Java Plug-ins |
| AD (Domain) / MOM / SUS / SCCM / MECM | » Website Designing & Development |
| » Entra ID (Azure AD) | » WordPress Development & Management |
| » Microsoft Intune | » Antivirus Deployment (Client/Server) |
| » Microsoft Endpoint (EDR, MDR & XDR) | » Passwords Recovery (OS/Wi-Fi/Zip/etc.) |
| » SSRS / PowerBI | » Operating System Installations, |
| » Routing, Switching and VPN | Optimizations and Maintenance. |
| » VMWare, Hyper-V & Virtual PC Technologies | » PC Assembling and Troubleshooting |
| » Microsoft Office 365 Applications | » Software Based Data Recovery |

HOBBIES

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|---------------|---|
| » LEARN | : Reading books, newspapers, technology / computer articles. |
| » LABS | : Creating Network/Server environments and implementing securities. |
| » PHOTOGRAPHY | : Amateur Photographer for Nature, Landscape and Astronomy. |
| » GAMES | : Cricket, Snooker, Table-tennis and Computer Games. |

*PERSONAL INFORMATION

Father's Name	:
Date of Birth	:
Nationality	:
Marital Status	:
Languages	:

* Shall be presented upon request