

Fahad M. Siddique

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PROFESSIONAL SUMMARY

Highly experienced IT Systems Analyst with 20+ years of experience in system administration, network engineering, IT operations, and infrastructure support across Microsoft, Cisco, Apple macOS, and cloud environments. Skilled in Microsoft 365, Entra ID, Intune, Azure networking, cybersecurity, server management, backup and recovery, ERP support, and enterprise IT operations. Proven ability to align technology with business needs, improve efficiency, and deliver stable, scalable, and secure IT solutions.

CORE COMPETENCIES

- IT Infrastructure Management
- System Administration
- Network Design and Support
- Microsoft 365 Administration
- Azure AD / Entra ID
- Microsoft Intune
- Endpoint Security and Management
- Microsoft Windows Server
- Active Directory
- DNS, DHCP, IIS, and VPN
- Firewall and Routing Technologies
- Backup and Disaster Recovery
- ERP and Database Support
- CCTV and Biometric Systems
- Apple Mac and Windows Support
- Hardware and Software Procurement
- Technical Documentation and Training
- Team Leadership and Client Support

PROFESSIONAL TRAINING

- Cisco Secure PIX Firewall Advance.
- Cisco Network Academy Program (CCNA)
- Cisco Certified Network Professional (CCNP)
- Certified Wireless Network Associate (CWNA).
- Linux System Administration (SA1 and SA2).
- CompTIA A+.
- Microsoft Certified System Engineer (MCSE).
- E-Commerce (Web Development).
- Microsoft Office Automation.
- Oracle Developer / SQL 2000

TECHNICAL SKILLS

- Microsoft Windows Client OS and Windows Server platforms.
- Microsoft 365 and Exchange Online.
- LAN, WAN, Routing, Switching, and VPN.
- DNS, DHCP, IIS, Active Directory, SCCM, MECM, and legacy Microsoft management tools.
- Entra ID, Microsoft Intune, and Endpoint Security Solutions.
- VMware, Hyper-V, and Virtual PC Technologies.
- Power BI and SSRS.
- Google Workspace and Zoho integrations.
- Firewalls, IP phones, CCTV, and Biometric Systems.
- HTML, WordPress, Website Development, Adobe tools, and PC troubleshooting.

CERTIFICATIONS

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

PROFESSIONAL EXPERIENCE

IT Consultant

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

Nov 2022 - Present

- Advise organizations on technology solutions to improve efficiency, productivity, and operational stability.
- Assess business needs and implement software and infrastructure solutions.
- Support network design and implementation, telecom solutions, server management, CCTV setup, procurement, and troubleshooting.
- Provide technical support, documentation, training, security management, and client relationship support.

IT Manager

Star Giga Establishment Limited, Ajman/Dubai, UAE

Aug 2014 - Sept 2022

- Managed IT operations and ERP support for construction and property management business functions.
- Administered domains, hosting, email systems, server environments, and office connectivity across branches.
- Maintained network performance, resolved connectivity and power-related issues, and supported device and router configuration.
- Managed IP telephony, biometric attendance systems, access card systems, backups, and data recovery.
- Oversaw hardware/software maintenance, inventory, and user training on Microsoft Office and printing workflows.

Broadcast IT Engineer

HUM Network Limited (HUM TV), Karachi, Pakistan

May 2014 - Jul 2014

- Supported production control room operations and broadcast IT infrastructure.
- Monitored and maintained IDF/MDF systems and network environments.
- Deployed and supported Apple Mac and Windows systems.
- Handled software deployment, troubleshooting, documentation, and staff training.

IT Engineer

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

Apr 2013 - May 2014

- Maintained production control room systems and network infrastructure.
- Supported MPLS connectivity between Karachi, ISP, and Islamabad branches.
- Managed TVU packs, Apple Mac systems, Windows PCs, and software deployment.
- Produced documentation for backups, recoveries, and network topology.

IT Administrator

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

Jul 2007 - Apr 2012

- Managed a 300+ endpoint environment across construction site offices and head office locations.
- Supported site-to-head-office connectivity, internet services, PABX, telephones, and mobile communications.
- Administered file servers, database servers, backup servers, VPNs, and firewalls.
- Managed IT purchasing, asset control, and maintenance of printers, copiers, computers, and recovery processes.

Technical Support In-Charge, Part-Time

Micronix Computers, Karachi, Pakistan

Aug 2002 - Feb 2007

- Supervised a team of 10 staff members.
- Provided onsite and phone-based technical support and handled complaint resolution.
- Supported PC assembly, troubleshooting, antivirus, backup, and fault tolerance services.

Lab Administrator

Government National College, Karachi, Pakistan

Aug 2004 - Feb 2007

- Managed Bachelor of Computer Science Department's computer lab infrastructure with 50 PCs using Windows XP and ISA 2000 security in Windows Server 2003 Active Directory environment.
- Created backup strategies, image-based recovery processes, and antivirus management.
- Supported student records, schedules, examinations, and lectures for Computer Science subjects.
- Conducted lectures in Bachelor of Computer Science (BCS) Department for Files and Data Bases, Data Communication & Computer Networks.

Network Administrator

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

Feb 2004 - Apr 2004

- Redesigned and centralized campus labs into a managed network environment.
- Implemented Active Directory, user policies, ISA integration, and ISDN connectivity.
- Managed backups, antivirus deployment, and institutional security policies.

EDUCATION

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| • H.S.C (First Year) | Board of Intermediate Education Karachi. | Karachi, Pakistan. |
| • S.S.C | Board of Secondary Education Karachi. | Karachi, Pakistan. |
| • O' Levels and A' Levels, | (Drop-Out) Karachi Cadet School. | Karachi, Pakistan. |

REFERENCES

Shall be furnished upon request.