

# USAMA AHMAD

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System Administrator



## Summary

Experienced IT professional with a strong background in systems and application administration, virtualization, and network management. Currently the sole responsibility of the Safe City Data Center in Faisalabad, overseeing operations independently as a vendor for **PITB / Safe City**, hired by **FWO One Network**. Previously worked with renowned multinational software houses in Pakistan, including **DARVIS**, **Medcare MSO**, and one of the top financial organizations, **Allied Bank**. Proven expertise in managing enterprise-level IT systems, server deployment, troubleshooting Linux/Windows environments, and leading IT projects. Skilled in software application deployment, including DevOps tasks such as CI/CD pipeline setup, version control, and automation. Additionally, experienced in cloud computing, with certifications in AWS Solutions Architect and Bash scripting, contributing to efficient cloud infrastructure management and solutions. Proficient in procurement, disaster recovery, patch management, and compliance implementation. Holding a Master's in software engineering degree and Bachelor's in Computer Science from **COMSATS University Islamabad**, I am now seeking to leverage my technical experience and leadership skills in a Manager Development role to drive innovation and team success.

## Education

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|-------------|----------------------------------------------------------------------------------------------------|
| 2014 - 2018 | Bachelor of Science in Computer Science BS(CS)<br><i>COMSATS University islamabad (Atd campus)</i> |
| 2020 - 2022 | Master of Science in Software Engineering MS(SE)<br><i>University of Agriculture Faisalabad</i>    |

## Work experience

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| 1-Jun-2024 - Present | <p>System Administrator<br/><i>SafeCity PPIC3 Faisalabad Hired By FWO</i></p> <ul style="list-style-type: none"><li>• Oversee the management and maintenance of <b>UIS HCI Virtualization Cluster</b> and <b>H3C HCI GPU Servers</b>, ensuring optimal performance and uptime.</li><li>• Administer the <b>Fusion Model 2000 Server Cabinet</b>, coordinating hardware and software operations to support city-wide security infrastructure.</li><li>• Manage the <b>Dahua EVS Storage</b>, ensuring data integrity, accessibility, and timely backups for critical operations.</li><li>• Supervise and lead teams responsible for the <b>installation and maintenance of Video Walls</b> at the <b>OMC Hall</b> in Faisalabad, ensuring high-quality visual displays for real-time monitoring.</li><li>• Dispatch and oversee technical teams for <b>Safe City Edge Sites Troubleshooting</b>, promptly addressing issues and ensuring minimal downtime.</li><li>• Lead a team monitoring <b>Network Management Systems (NMS)</b>, providing guidance and support to resolve network and edge site issues efficiently.</li><li>• Develop, implement, and enforce <b>IT Policies</b>, ensuring compliance with organizational and security standards across all systems and processes.</li></ul> |
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09-Sep-2022 -  
30-May-2024

IT Systems And Network Administrator  
*DARVIS Inc, Islamabad, Pakistan*



- As an Individual IT Department Representative with diverse knowledge and experience of corporate level IT industry i'm Responsible to handle and lead all IT Department related queries for uninterrupted company operations, my services include but not limited to (Linux and Windows server OS level troubleshooting, Data Center Server deployment, Configuration and maintenance, End user IT Support via cloud based application, Facilitate to developers for deployment in house applications, Mobile device management tools deployment(**Sure MDM**, Software licensing management, Network Administration **TPLink OMADA** Controller, IT Hardware Procurement, **Backup**, **Disaster Recovery**, User Account/Profile Creation, Patch Fixing, Compliance policy implementation, Google Work Space, Etc.)

13-Dec-2021 -  
Sep-2-2022

Officer System Administrator (Windows + Linux Administrator) (ITG , Data Center)  
*ALLIED Bank Head Office, Lahore, Pakistan*

- Entertain each and every type of query related to OS level (Windows and Linux servers cloning to hand over and decommission)
- Facilitate the Developers team to deploy new code or projects on Production server
- Performing system hardening to remove system Exploit and vulnerability
- Surveillance of production servers regarding (Health check reports , Physical memory, Processors , and all other deployed Services )
- Monthly security patch deployment as per SOC policy
- Deployment of security related tools e.g **carbon black**, **Q-radar** and many more
- Surveillance and Deployment of **Symantec** and **TrendMicro security end points**
- Deployment of new projects with the coordination of vendors
- Handling and management of production servers credentials
- Providing different deployed applications related logs to concerned team on request.
- Creation and maintenance of different SOPs

10-Jul-2019 -  
12-Dec-2021

IT Helpdesk Engineer  
*Medcare MSO*

- Providing data center related solution according to requirement
- surveillance of **VPS** servers
- Managing services related to work from home (Remote Connectivity **VPN**)
- Managing **Cpanel** related operation and Microsoft 365 Admin Panel .
- Newly haired users account creation on HR request ( **Active Directory**, **Email**, **Slack**, etc. )
- Managing help desk system.
- Provided technical assistance to user on calls remotely ( **VNC** , **Manage Engine** ,
- Conducting and organizing the remote/virtual meetings for executive members .
- Responsible for web services administration.(Mail server,**Vonage**, E-time trax etc. )
- Installation and configuration of clients provided customized application and **VPN**
- Design and deploy **LAN** , **WAN** and **wireless** networks including servers , routers, hubs, switches and other hardware
- Design, implement and maintain **VOIP** phone system
- Installing software, patching, upgrading, and maintenance of operating systems.
- Installing complex hardware/software and upgrades to ensure that work is performed as per the company policy.
- Responsible to maintain hardware and networks infrastructure
- Installation of new windows and open source servers according to organization need
- Performing the organization Data backup activities (Twice in a weak)
- Handling the mail server control panel
- Configuration and installation of **CISCO phones** for voice over IP (VOIP) local and vonage
- Configuration of attendance machines and door access
- Make sure the availability of all necessary IT related accessories in inventory

2018-09 - 2019-02

IT/Network management and support  
*COMSATS University*

2018- - 2018

Android Developer  
*KPK IT Park ( khyber pakhtunkhwa(KPK) Abbottabad)*

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## Skills

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### Systems Administration

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- Experience in systems Administration on various systems, including but not limited to
- Troubleshooting And Remote Support
- Windows Servers (Active Directory, DNS, Radius server )
- Linux ( Redhat, CentOS, Ubuntu )
- LIBRA NMS
- Untangle (VPN Tunneling and Soft firewall )
- Zone minder
- Open source voice over IP (VOIP) and Cloud Vonage
- Bash Script
- Microsoft 365 Admin Panel And Cpanel
- Google Work Space
- pfsense firewall

### Systems Administration

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- Manage Engine Desktop Central
- RAID Configuration
- Docker Images
- TMG (Threat Management Gateway)
- Virtualization technologies (specifically VMWARE ESXi, H3C UIS, OpenStack, Vcenter, Citrix Xen center, Virtual Box )
- Docker Images
- Security End point protection(Symantec, Sophos EDR, XDR, Trendmicro, Sure MDM )
- Veeam Backup
- Mikrotik configuration
- Omada Control by TpLink
- FTP
- WinSCP

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## Training and Certifications

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### System Administration and IT Infrastructure Services

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<https://www.coursera.org/account/accomplishments/verify/CKO4XWXCAGAB>

### Android Development Short Course

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SMART LEARNING ACADEMY Abbottabad

### AWS Cloud Practitioner (CLF-C02)

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<https://learn.kodekloud.com/certificate/2D0D6B277E75-2EDA6021A351-2D0D64F46E27>

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<https://learn.kodekloud.com/certificate/2D0D6B277E75-2EDA6021A351-2D0D64F46E27>

### Shell Scripting Certification

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<https://learn.kodekloud.com/certificate/2D0D6B277E75-2D0D6521C019-2D0D64F46E27>

### COMPUTER APPLICATIONs (TEVTA Short Course )

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TEVTA Punjab

### Linux System Administration · Red Hat Linux

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<https://learn.kodekloud.com/certificate/2D0D6B277E75-2D0D6521E537-2D0D64F46E27>

### AWS Certified Solutions Architect Certified

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## Interest

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- Exploring New open source technologies (R&D)
- Stay In touch with market trends to stay up-to-date and align with Tech World.
- Interaction in online computer and open source forums and assisting people in troubleshooting.