

Respected Sir/Madam,

This letter's purpose is to express my interest in your organization. I have been recognized in my career for successes in progressive responsibility, project management, infrastructure & network management (Cloud and on-Premises) and network analysis. I hope to build on my professional accomplishments while providing valuable insights into your organization. My extensive experience analyzing, selecting and modifying enterprise systems, installing network hardware and software, and managing large-scale network budgets, which will be an asset to your organization.

With over 15 years of experience and a result-oriented approach, I can provide hands-on technical expertise in the following areas:

- Demonstrated effectiveness in analyzing client systems to identify technology gaps and structure quality solutions that increase productivity, reduce costs, avert systems failure, and heighten risk management capabilities.
- Excellent knowledge of Microsoft systems and products, including a comprehensive grounding in Microsoft Office 365 and its tools.
- Public DNS and Web site management.
- Hands-on experience in Infrastructure Cloud services and management.
- Strong knowledge and technical skills for MPLS connectivity between multi-sites over fiber.
- Superb leadership and communications talents, leading by example to enthusiasm and project ownership in team members
- Team building to successfully drive network testing, troubleshooting and system maintenance.

I believe that my expertise would be a benefit to your team and welcome the opportunity to discuss my credentials in greater detail. I have enclosed my resume further detailing my experience. Thank you for your consideration.

Regards,

[Muhammad Fawad Uddin](#)

**Contact Details:**

House No. 96A, Street
No. 11, Sector 35/B, J-
Area, Korangi No. 4,
Karachi, Pakistan
+923462749449

Muhammad Fawad Uddin
| LinkedIn:

muhammadfawaduddin@gmail.com

PERSONAL SKILLS:

Positive attitude and energy
Calm and determined under pressure.
Effective problem solver.
Tactful and patient communicator.
Success motivated.
Health and Safety awareness.

Muhammad Fawad Uddin

Experienced IT and Network Professional

Dedicated, detail-oriented professional with over 15 years of experience in information technology management. Strong analytical skills, proven record in team management, technology enhancement and training. Experience in IT, Cloud & Network and Administration, Servers, Firewall & Security and Hardware/System evaluation incident analysis and recovery.

CAREER OBJECTIVE:

I would like to assimilate myself within a progressive organization offering job satisfaction, a challenging work environment, vast opportunities for career development, diversified experiences and enhancement of professional skills and career growth.

PROFESSIONAL EXPERIENCE:



arda
The Future is Digital.

Arda (Private) Limited

(January 2022 to Present)

Group Manager IT: Serving a leadership role heading a team or division, including the administrator-level tasks, IT/Network/Cloud/Operations and their management overseeing all aspects of daily operations. Developing strategic plans, taking an active role in major operational decisions, and driving growth and development efforts. Recruiting, hiring, supervising IT staff and establishing group policies and practices. Being a part of accountable for sales and marketing initiatives and expected to meet sales quotas.

- Supervising a team of professionals in the assigned group to achieve business goals.
- Expertise and hands on experience in Fortinet/Antivirus/Virtualization i.e. ESXI, Hyper V & VMWare and Cloud deployment without any kind of downtime.
- Developing or improving business strategies to maximize revenue.
- Maintaining profitable relationships with existing and potential customers.
- Leading large IT projects, including the design and deployment of new IT systems and services.
- Monitoring performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure.
- Ensure that staff stays up-to-date with business and product knowledge.
- Helping in IT infrastructure strategy, architecture, and processes.
- Analyzing business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs.
- Monitoring and managing operational expenses within an allotted budget.
- Prepare annual budget and review business contractual agreements and financial statements.
- Assessing vendors and developing test strategies for new hardware and software.
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages.
- Participates in and influences strategy development with leadership felt beyond a direct team



Continental Biscuits Limited (JV with Mondelez Int.)

Continental Biscuits Limited (August 2017 to January 2022)
An Affiliated Company of Kraft Foods

Deputy Manager IT: Served professional with broad experience and extensive knowledge in cross-functional IT project management, methodologies and techniques. Consulting, analyzing, designing and managing IT systems projects. The leadership of the IT team, delivering wide-ranging core IT Infrastructure, Cloud, Virtualization and LAN/WAN solutions to the organizations.

- Deployment of AD Domain Controller, AD Sync Server, DHCP & DNS for HO, Factory and Fields users.
- Provide redundant strategy and plans for AD, DHCP and DNS servers across all the locations.
- IT Infrastructure, network and cloud management & their services and support to the end-users located at HO, Factory & Field force.
- Implementation and configuration of firewall FortiGate 200D with multiple ISPs for internet redundancy.
- Managed and monitored internet (WAN) and users (WAN and LAN) traffic through Firewall.
- Deployment, controlling and configuration of Aruba (HP) and Engenius access points with centralized control management.
- Worked in technical knowledge of current network hardware, protocols and internet standard, including router, firewall, switches (Layer2 & 3), remote access control and VLANs (segregation of networks) for smooth network communication and workload.
- Planned, organized, controlled and evaluate IT and electronic data operations.
- Administration, control and management of Office365, OneDrive, SharePoint Online and PowerBI implementation including their tools procedure metrics.
- Both On-Prem (Virtualization, Hyper V, ESXI) and cloud-based infrastructure including multiple sites.
- Help to define overall IT Security strategy, road map, standards, processes and procedures. Enabling smooth working 24x7 with 0% downtime.
- Performance monitoring, management of network communication, users and network activity logs.
- Procurement of cost-effective Hardware, Software, Services and SLAs with the approved vendors as per the company needs.
- MPLS connectivity (Layer3) and implementation over fiber between multiple sites.
- Delivered Cloud Strategies, aligned with business objectives, mainly focusing on migration plans without interruption and downtime.
- Ensuring the security of data, network access and backup systems.
- Identifying problematic areas and implementing strategic solutions on time.
- Preserve assets, information security and control structures.
- Managing the annual budget and ensuring cost-effectiveness for the organization.
- Preserves assets by implementing disaster recovery, backup procedures, information security and control structures.
- Developed innovative network troubleshooting methods that reduce downtime and lower repair costs.
- Expertise in web hosting, email hosting, Public DNS and Web content management.
- Implemented and deployed endpoint protection based on a cloud for up to 350 users within the office, factory and fields.
- Successfully deployed Office 365 and migrated from Mdaemon.

Assistant Manager (IT): Very capable with a proven ability to ensure the smooth running of systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, network support, technical support and computer repairs.

- Managing a team of administrative & technical staff i.e. system support, system engineers, Network Support, Network Engineer, CCTV Operators & Technicians and PABX Technical Staff
- Strengthening the IT infrastructure through implementing new technologies.
- Deployment of Active Directory (Domain Controller) to the remote location units (Factory).
- Network and telephonic connectivity over WAN (Radio Wave) to the different units.
- Manage endpoint protection, and provide user backup solutions and uninterrupted connectivity.
- Implementation of attendance machines, access control system and established network connectivity to the end-users.
- Provide redundant UPS solutions to the data center for a smooth working environment.
- Manage the IT budgets and expenditures on hardware and software.
- Developing & maintaining the company's IT systems, software and databases.
- Recommending and implementing improvements and efficiencies.
- Having excellent time management, confidentiality & communication skills.
- Having strong IT, commercial, planning and budgeting skills.
- Management of server software and associated backup routines.
- To evaluate, test, advise, train and support I.T.-related projects.
- Procurement of IT hardware, software and maintenance products & services.
- Writing documentation for ICT procedures, security and disaster recovery.
- Maintaining documentation of changes regarding users, functions & systems.
- Supervising all daily and weekly IT procedures and making a report. Designing, Implementing, Preventing & Maintenance all IT hardware & software.
- Assigning IT Staff daily jobs and checklists, training them on all needed theoretical and practical procedures, troubleshooting and support within corporate standards.
- Documenting, archiving all correspondence and troubleshooting, follow-up suppliers' visits and maintenance

**Banu Mukhtar Contracting (Pvt.) Ltd.**

(February 2008 to August 2015)

IT Engineer: Managed technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. Implement security tools and practices across servers and applications/services. Provide consultancy and design customized services according to the needs of customers and market services offering.

- Installation of Windows 2003, 2008 & 2012, Configuring DNS, DHCP and Active directory
- Deploy and configure PCs, Workstations, and Macintosh (PCs and Laptops).
- Installing new computers, hardware, and software peripherals.
- Providing functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktops, laptops, LAN, and remote systems as well as upgrades as needed.
- Implementation, operation and management of services like web, mail, DNS, etc.
- Ensure configurations and data backup of services and implement recovery from disaster.
- Function as wholesome Systems Administrator independently or under supervision.
- Record servers and services/applications logs and analyze them.

- Reconfigure existing systems to accommodate additional components.
- Supervising efficient working of peripheral wiring and applications of the computer and handling various IT problems & issues.
- Ensure redundant solutions of Internet, computers, services and network connectivity without downtime 24x7.
- Investigating, diagnosing and resolving all network problems.
- Outlook configurations and support.
- Updating and maintaining OS and software to the latest releases, patches, etc.
- Monitoring networks and computer peripherals.
- Implement and configure the corporate LAN environment.
- Quickly resolved problems regarding computer software and hardware operations.
- Answered user inquiries and structured technical equipment for employee use.
- Recruited and assisted other computer operators in their work.
- To explain the exact cause of the problem and provide solutions to it.
- Maintain records of repair, placement and maintenance of equipment.
- Produce reports and work files for the management.



Toyota Southern Motors.

(August 2007 to February 2008)

Computer Operator: Prepares equipment for operations by accessing software in computer; loading paper into printers and preparing for output. Contributes to team effort by accomplishing related results as needed. Maintains client confidence and protects operations by keeping information confidential

- Starts operations by entering commands.
- Documents problems and actions by completing production logs. Resolves user problems by answering questions and requests.
- Good knowledge of Ms. Office tools.
- Applied commercial skills to meet sales and cost budgets.

TECHNICAL SKILLS:

- Windows Server 2016 and 2019
- WAN Technologies (Radio Link)
- Routing and Switching (For both Layers 2 & 3)
- AD & AD Sync, DHCP, DNS & ISA/TMG & WDS
- Cloud Infrastructure
- Endpoint Protection Cloud-based
- Virtualization
- Public DNS
- Fiber Optics splicing and connectivity
- Computer Hardware (Hardware+)
- Computer Networks (Network+)
- Network Infrastructure
- Firewall and Network Security
- Office 365
- Digital Transformation
- Website Content Management

ACADEMIC QUALIFICATIONS:

- **MS (Computer Science)** 2020 – 2022
Ilma University (Formerly - IBT)
- **BS (Computer Networks)** 2011 – 2015
Ilma University (Formerly - IBT) with 3.27 GPA

CERTIFICATIONS:

- **Microsoft Certified**
Azure Administrator Associate (AZ-104) 2021
- **Office 365 (70-346)**
Managing Office 365 Identities and Requirement 2014
- **Certified Professional**
Kaspersky Endpoint Security and Management 2020

TECHNICAL QUALIFICATIONS:

- **Diploma in Information Technology** 2010
From Sindh Multimedia
- **Computer Hardware+, Network+ and CCNA** 2009 – 2010
From CTC (Pvt.) Ltd.

REFERENCES:

- **Mr. Muhammad Salman** (Head of SAP & Business Application) at Continental Biscuits Limited
+92300-2348134, muhammadsalman@hotmail.com