

# Omar Muhammad Siddique



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## CAREER SUMMARY:

As a technology enthusiast, I am acknowledged as a fast-paced and adaptive learner, with strong interpersonal and problem-solving skills. I have proven expertise in Information Technology, Network and System Administration, Desktop Support, Hardware and Software installations, configurations and troubleshooting.

I am familiar with Microsoft Servers & Client OS, SCCM, Active Directory, Cisco, D-Link, Linksys, AWS Cloud, VMware, Firewall platforms, Kaspersky, Fortinet & Azure.

I aspire deeply, to contribute towards the growth and development of a dynamic organization that offers challenging opportunities in the field of Information Technology.

## CERTIFICATIONS:

- MCSA Windows Server 2016 (MS0618263618)
- CCNA Routing & Switching (CSCO13424072)
- Fortinet Network Security Associate NSE1 (C. No. : elwiYJzJ)
- Fortinet Network Security Associate NSE2 (C. No. : elwiYJzJ)

## PROFESSIONAL TRAININGS & WORKSHOPS:

- ITIL Foundation (In Progress) **Year - 2019**
- AWS Cloud Practitioner Essentials (2nd Edition) **Year - 2019**
- Cisco Certified Network Professional (CCNP) **Year - 2012**
- Cisco Network Academy Program (CCNA) **Year - 2012**
- Certified Wireless Network Administrator (CWNA) **Year - 2012**
- CompTIA A+ Certification **Year - 2012**
- CompTIA Network+ Certification **Year - 2012**
- Linux System Administration (SA1 & SA2) **Year - 2012**
- Microsoft Certified System Engineer (MCSE) **Year - 2012**
- Microsoft Certified IT Professional (MCITP) **Year - 2012**

## SKILLS:

- Microsoft Windows 7 / 8.1 / 10
- Microsoft Windows Server 2016/2019
- LAN & WAN Setups & Management.
- DHCP / DNS / Active Directory
- Routing, Switching and VPN.
- VMWare Labs & Virtual PC Technologies.
- Microsoft Office & Applications.
- Adobe Acrobat Professional
- Adobe Photoshop
- AWS Cloud Practitioner
- Html 5/ DHTML / Java Plug-ins.
- Website Designing & Development.
- Social Media Management
- Antivirus Deployment (Client/Server)
- Passwords Recovery. (OS/WiFi/Zip etc.)
- Operating System Installation, Optimization and Maintenance.
- PC Assembling
- Troubleshooting Hardware/Software.
- Software Based Data Recovery

## ACADEMIC EDUCATION:

DEGREE/CERTIFICATION	EXAMINING BODY:	YEAR
Graduated in Baccalaureate of Science in Computer Science	IQRA University. Karachi, Pakistan	2018
Intermediate (High School)	Board of Intermediate Education. Karachi, Pakistan	2011

## PROFESSIONAL WORK EXPERIENCE:

### Organization:

#### COMPUTER NETWORK SYSTEM (CNS) - UAE

(Hired and Deployed for the Project of MOHAP UAE)



UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION



**Tenure:** January 2020 to Present

**Designation:** IT - Support Engineer

### Responsibilities:

#### During Covid-19 Pandemic:

- Troubleshoot issues with MOHAP software, flag critical software errors, and identify the next steps to solve them while also being available and communicative with users throughout the process.
- Implemented new technologies for the staff to work from home and provide training and remote support
- Work with the users to accurately document issues and resolutions, and collaborate with the senior engineers or developers to solve complex technical problems.
- Also provided technical support to the other town-clinics and Covid medical-camps situated within the City limit.
- Provide on-call/remote after work hours support to ensure smooth services 24/7 at health care centers and hospitals.

#### General Responsibilities:

- Responding to client support requests.
- Providing basic training on computer operation and management.
- Also train users on newly installed technology.
- Installing and upgrading operating systems and computer software.
- Troubleshooting networking and connection issues.
- Walk customers through installing applications and computer peripherals.
- Address user tickets regarding hardware, software and networking.
- Provide alternative pathways until the issue resolved.
- Respond and resolve the issues within SLA.
- Manage and monitor all installed systems and infrastructure.

**Organization:** **ITISH SOLUTIONS**  
(On-Site and Off-site IT Services Provider Company)



**Tenure:** April 2015 to Present  
**Designation:** **System/Network Analyst**

**General Responsibilities (on-site & off-site):**

- Analyzing and monitoring network performance.
- Providing network support and resolving connectivity issues
- Configuring hardware and software to optimize network communication.
- Setting up LAN and WAN networks, as well as Voice Over IP devices.
- Provide network support and perform troubleshoot to resolve various WAN/LAN connectivity issues.
- Managing IP addresses and resolving conflicts.
- Monitoring and maintaining network servers and performing upgrades.
- Analyze and recommend solutions, upgrades services to streamline process and recommend improvements.
- Documenting processes and monitoring network performance metrics.
- Monitor all domestic and Remote Data Centers, Offices, Wireless and their respective technologies.
- Escalate any major operational/systems problems to the appropriate 2nd Level support teams, management and key internal and external business partners.
- Assist various departments to maintain network security and configure remote routers and firewalls and provide engineering support.
- Coordinates requests with IT support teams, identifying, tracking and resolving issues.
- Detect, investigate, diagnose and recover anomalies across the production infrastructure
- Perform first level technical support based on the Incident Management Framework.
- Maintain hardware and software for network perform troubleshoot and assist in installation and upgrade workstations and Servers.

**Organization:**  
**SYBRID PRIVATE LIMITED - A LAKSON GROUP OF COMPANY**  
(Leading Business Groups of Pakistan)

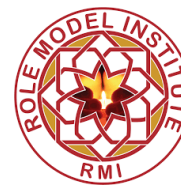


**Tenure:** Feb 2018 – May 2019  
**Designation:** **Desktop Support Engineer**

**Responsibilities:**

- Manage and monitor all installed systems and infrastructure.
- Administering software and hardware related issues of computer network systems.
- Install, configure and maintain operating systems, application software & system management tools.
- Provides onsite IT support to end users within the organization's Microsoft computing environment in a timely and accurate fashion to ensure optimal workstation performance.
- Responsible for providing remote assistance to regional offices.
- Takes prompt action on all customer requests according to the customer service standards.
- Manage user accounts, including set up, removal, and resetting passwords in order to ensure confidentiality and proper use.
- Participate in the design of information and operational support systems.
- CYBERNET (Pvt.) Ltd. & Multinet Pakistan (Pvt.) Ltd. (ISPs) NOC (L2, L3) Coordination regarding upper-level network & telephony issues.
- ISMS/ISO process compliance, development and management, which includes change management, incident management and maintenance of IT stock inventory.

**Organization:** **ROLE MODEL INSTITUTE**  
(Well recognized institute of Pakistan)



**Tenure:** April 2013 – March 2015

**Designation:** **IT-Admin**

**Responsibilities:**

- Providing support for fault tolerance, viruses, backup, hardware/software troubleshooting.
- Technical Support for Windows Operating Systems.
- Responsible for IT equipment purchasing and assets management.
- Liaise with vendors and other IT personnel for deployment and problem resolution.
- Video Editing via Sony Vegas 2011 software.
- Setup and manage technical equipment for daily Workshops and Events.

**Organization:** **PAKISTANI YOUTH ORGANIZATION (PYO)**

(Mainly focus on child education)

**Tenure:** April 2010 – Till Present

**Designation:** **Social Activist**



**Responsibilities:**

- Volunteer services for 'Tauseef Memorial School' at different occasions.
- Volunteer at "Dar-ul-Sukun" to motivate & uplift the spirit of differently-abled children in 2011.
- Volunteer at "Earthquake Relief Camp 2008" for collection and supply of the basic camp essentials, garments and food.
- Volunteer at fund raising campaign for "Flood Relief", 2010.

**PERSONAL INFORMATION:**

Father's Name : Muhammad Siddique (Late)  
Date of Birth : March 26, 1991  
Nationality : Pakistani  
Gender : Male  
Marital Status : Single  
Driving License : UAE LTV Driving License