



AKHTAR ALI KHAN

Contact Information

Saudi Arabia.

With Transferable Iqama

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Father Name : Muhammad Ali Khan

Date of Birth : 15 March, 1991

CNIC Number : 11101-7710292-7

Religion : Islam

Nationality : Pakistani

OBJECTIVE

To secure a position where I can leverage my exceptional academic background and technical skills to make a meaningful contribution to the organization. I seek a role that challenges me to expand my knowledge while providing opportunities for continued growth both academically and technically.

PROFESSIONAL SUMMARY

With over 10 years of experience in the IT industry, I have honed my expertise as an IT / Network Engineer and Senior IT Officer at Different Organization. My career has enabled me to develop a strong understanding of planning, installing, configuring, implementing, and upgrading various technologies. I possess hands-on experience in managing and configuring diverse systems, tools, and devices, ensuring seamless operations and optimal performance. I am well-versed in providing IT solutions that align with organizational goals, enhancing efficiency and driving business success.

EXPERIENCE:

Organization: **Saudi Escape**

Location: Riyadh Saudi Arabia

Designation: IT / Network Engineer

Tenure: May 2025 - Present

Responsibilities at Saudi Escape:

- Key Accountabilities (Network Engineer)
- Ensure smooth operation of network security infrastructure, including configuration, monitoring, and troubleshooting of Cisco routers, switches, and FortiGate firewalls.
- Configure and maintain network and security device rules and policies.
- Provide and resolve L3-level support for complex networking issues.
- Identify and mitigate all factors that may impact network and security performance, ensuring correct placement of security equipment within the network topology.
- Maintain regular configuration backups for all network and security devices.
- Prepare and maintain up-to-date network documentation, including HLD (High-Level Design) and LLD (Low-Level Design) diagrams for NOC, LAN, WAN, and NSP infrastructure.
- Investigate and resolve network issues using effective troubleshooting methodologies.
- Log and manage all service tickets using the company's ticket management tool, ensuring timely resolution within agreed SLA/KPI thresholds.
- Collaborate with the network team to promote best practices and share insights for any new configurations or deployments across Gadea offices, NSP, and GMB Acquiring.
- Take ownership of and provide support for new networking projects, from design to deployment.
- Participate in knowledge sharing through documentation, how-to guides, emails, and active contribution in team meetings.
- Escalate unresolved issues according to defined escalation procedures and coordinate with network and telecom suppliers for advanced troubleshooting and solutions.
- Ensure accurate record-keeping of all incidents, service requests, problems, and knowledge management activities.
- Comply with Gadea's information security policies and report any incidents or anomalies that may compromise security.
- Review and implement PCI-DSS and other relevant network security frameworks and best practices.
- Conduct periodic performance analysis of network infrastructure and propose improvements for optimization.
- Perform firmware and IOS upgrades on network and security devices with minimal service impact.
- Conduct vulnerability assessments and work on remediation plans in collaboration with the cybersecurity team.
- Monitor network traffic and performance metrics using tools like SolarWinds, PRTG, or similar platforms.
- Support in network capacity planning, scalability assessments, and disaster recovery readiness.

Organization: Blue World International Contracting Company

Organization Type: Constructional And Supply

Location: Al Jubail Saudi Arabia

Designation: Network Engineer

Tenure: June 2022- Feb 2025

Responsibilities at Blue World International Contracting Company:

- **IT / Network Engineer** will provide day to day local\remote desktop support, receive inbound calls, answer questions, troubleshoot and document steps performed to resolve challenges with hardware, software and application issues in a ticketing system. The candidate will also need to facilitate customer resolution for calls and engage their supervisors and managers to ensure operational consistency across all shifts within the IT Support Center. Desktop Support Engineer provides Break Fix, fault diagnosis and resolution. Providing fault

analysis to customer's various core operating systems and platforms, as well be able to provide support and apply desktop fault resolution for the approved application suite

- Position Responsibilities and Functions
- Security cam configuration and installation.
- Making new users in DVRs/NVRs.
- Installation of network printers.
- Installation and configuration of WIFI routers, network switches.
- Monitoring of all server's workstation.
- Creation and implementation of IT SOPs/procedures.
- Conduct training as required.
- Managing and verification of daily backup of servers.
- Installation and configuration of attendance application and providing permission to users.
- Configure and Manage All Cisco Routers, Switches, and all networking devices.
- Profiling and disk quota management.
- • Broad experience of IT with basic understanding of Networks, Servers, Audio/Visual, Smart Devices and Telecoms.
- Dealing with IT vendors and service providers.
- Help desk support to all Pcs, printers, scanners and biometric device.
- • Provide first/second level contact and problem resolution for customer issues.
- • Work with vendors to remediate complex AV issues as needed.
- • Provide timely communication on issue status and resolution.
- • Maintain ticket updates for all reported incidents.
- • Install, upgrade, support and troubleshoot XP, Windows 7, Windows 8.1, Windows 10 and Microsoft Office 2010, Cisco Jabber, another authorized desktop application.
- • Should have basic knowledge of Mac operating system, to support Apple pc users.
- • Install, upgrade, support and troubleshoot for printers, computer hardware.
- • Performs general preventative maintenance tasks on computers, laptops, printers.
- • Performs remedial repairs on Desktops, laptops, printers and any other authorized peripheral equipment.
- • Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.
- • This position requires the ability to work in a project-based environment requiring flexibility and teamwork. Performs other duties as assigned.

Organization: **Ali Medical Center**

Organization Type: Private Hospital

Location: Islamabad F-8 Markaz

Designation: **Senior IT Officer**

Tenure: **June 2018-2022**

Responsibilities at **Ali Medical Center:**

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- Creation of system images and restoration.
- Daily internet connection and bandwidth monitor.
- Creation and configuration of outlook accounts on office 2013.
- Maintaining LAN with WIFI environment.
- Maintain DNS/DHCP/POP3/WEB services.
- Daily checklist prepared.
- Daily physical inspection of servers.
- Assist in IT procurement.
- Monthly presentation to DO.

- Inventory management.
- Backup of all critical equipment and par level administration.
- Provide Medix & HMIS support (hardware/software).
- Firewall and gateway administration.
- Email server administration c-panel/exchange.
- He/she is responsible for updation of AMC Website.
- Monitor alert screen and act accordingly.
- Provide telephonic and remote support.
- Testing of disaster recovery plan.
- Creation and implementation of IT SOPs/procedures.
- Conduct training as required.
- Managing and verification of daily backup of servers.
- Security cam configuration and installation.
- Making new users in DVRs/NVRs.
- Installation and configuration of attendance application and providing permission to users.
- Configure and Manage All Cisco Routers, Switches, and all networking devices.
- Profiling and disk quota management.
- NTFS security administrator.
- Monitoring & keeping eyes on SANGFOR IAM reports and daily traffic.
- Laptop encryption.

Organization **Federal Directorate Islamabad**
Organization Type: Ministry of Professional and Technical Training

Location: Islamabad

Designation: **System and Network Administrator**

Tenure: **Mar 2016-March 2017**

Responsibilities at Ministry of Professional and Technical Training:

- Over All IT Support, Server and Network.
Job assignments include managing day to day support for Network operations to ensure persistent internet, LAN/WLAN connectivity.
- LAN/WAN installation, Configuration and troubleshooting.
- IT support to desktop users
- Coordinate with service providers to ensure 24*7 connectivity of network and servers.
- Installation and management of client workstations
- Administer all equipment, hardware and software upgrades.
- Configure and optimize LAN & WAN and other network equipment for optimal performance at reasonable cost and reliability.
- Manage all network hardware and equipment, including routers, switches, hubs, and UPSs
- Password recovery of Servers, Desktops and other Client OS.
- Configure & manage Cisco Routers & Switches.
- Configure and Manage All Cisco Routers, Switches, and all networking devices.
- Perform system backups and recovery.
- Manage and/or provide guidance to junior members of the team.
- Preventive Maintenance of Systems, Desktops, Laptops, Printers, Scanners, and other peripheral hardware's.

Organization: **Corvit Network Academy**

Organization Type: Training institute.

Location: Rawalpindi/Islamabad.

Tenure: December ,2014 to December, 2015

Responsibilities at **Corvit Network Academy :**

- Network Installation of different Microsoft Operating Systems like Windows 7 Windows Server.
- Installation, Configuration and management of Hyper-V Server in Windows Server 2008 R2.
- Configure and manage network of Microsoft lab.
- Conducting lab of different topics.
- Participation in scheduled and unscheduled system maintenance.

Project Successfully Completed

00) GPCO (Grand Policy Co. Insurance Brokerage) – Malaz, Riyadh, Saudi Arabia

- Led the installation and configuration of a **Fortinet FortiGate 60F firewall** within the existing LAN/WAN network infrastructure.
- Performed complete **firewall setup and policy configuration**, including NAT, security rules, and VPN settings.
- Integrated a **new UniFi wireless access point** with the Fortinet firewall to extend secure Wi-Fi coverage across the office.
- Connected and configured all **office equipment**, including **PCs, servers, laptops, IP telephones, and printers**, ensuring seamless network access and device communication.
- Optimized LAN topology for performance and security, ensuring appropriate VLAN segmentation and bandwidth management.
- Coordinated with internal IT stakeholders to validate configurations and provide basic training on the new setup.
- Delivered the project with full documentation of firewall rules, IP assignments, AP settings, and network topology.

01) Saudi Constructioneers Ltd.– Olaya, Riyadh, Saudi Arabia

- Successfully completed the deployment of a full CCTV and network infrastructure for Alhuda facilities in Olaya.
- Installed and configured 4 Hikvision NVRs and multiple Hikvision IP cameras, providing complete surveillance coverage.
- Designed and implemented a local network infrastructure, including IP schema planning, switch configuration, and patch panel integration.
- Ensured optimal PoE power delivery and seamless device integration across all cameras and recording equipment.
- Conducted site surveys, cable pulling, camera mounting, and testing in coordination with the client's technical team.
- Verified NVR recording schedules, storage policies, and user access configurations in line with security requirements.

- Completed the project with full documentation, including network diagrams, IP assignments, and user training for system operation.

02) Technical Project Supervisor – CCTV Surveillance

Blue World International Contracting Company – Al Jubail, Saudi Arabia

- Led the implementation of a CCTV infrastructure for the company's premises, acting as the technical project supervisor.
- Installed and configured **NVRs**, along with **PoE switches**, to support high-definition surveillance via IP cameras.
- Deployed a complete **structured cabling system** for CCTV, integrating fiber optic runs where necessary for long-distance connectivity.
- Supervised the installation and alignment of **Hikvision IP cameras**, ensuring 360° coverage of high-priority zones.
- Coordinated with vendors and internal teams for equipment procurement, site layout, and phased deployment.
- Verified power backup systems and optimized storage capacity for video data retention in compliance with internal policy.
- Delivered the project on time with a comprehensive checklist including connectivity tests, live monitoring validation, and cable management best practices.

03) Project Supervisor - Data Center Upgrade | IT Objective Task |

- Supervised and managed the upgrade of Ali Medical Center's data center, ensuring minimal disruption to ongoing operations.
- Led the installation of a backup server, integrating the latest backup solutions for all server Virtual Hard Disks (VHDs) to ensure data integrity and disaster recovery.
- Oversaw the installation of backup UPS (Uninterruptible Power Supply) and switches to provide reliable power solutions for critical systems.
- Coordinated the connection of four floor switches to the root bridge switch, optimizing network performance across the data center.
- Conducted a comprehensive verification of all network devices, including end-user PCs, CCTV systems, NVR, DVR, routers, switches, gateways, firewalls, load balancers, and servers (7 physical servers and 12 virtual machines).
- Managed the safe installation of a new 42U rack and removal of up to 350 redundant cables, streamlining the cable management process.
- Implemented an efficient network setup, connecting 35 cables to the root bridge switch and ensuring proper cable organization.
- Installed an upgraded APC UPS power bank to ensure uninterrupted power supply and reliability for all critical infrastructure.
- Ensured adherence to industry best practices in server and cable management within a live production environment.

04) System and Network Administrator

Led the upgrade of all departmental PCs and printers to improve operational efficiency and ensure compatibility with current systems.

- Spearheaded the installation of CCTV security systems across the organization to enhance surveillance and security protocols.
- Configured and managed a centralized Wi-Fi network using Cisco Ruckus for seamless connectivity across the entire facility.
- Successfully implemented a full-scale CCTV network and devices, ensuring robust security coverage for all areas.
- Conducted testing and validation to ensure reliable performance of all network devices and security systems.

- Worked closely with various departments to ensure minimal disruption during the upgrade process and provide technical support.

05) Senior IT Officer

- Identified and addressed recurring Wi-Fi connectivity issues across four hospital floors due to high patient flow.
- Planned and executed the upgrade from standard local TP-Link routers to a centralized MikroTik router solution to streamline and secure the network.
- Implemented separate login credentials for hotspot access, improving network security and user management.
- Installed Cisco API 3702i access points on each floor, enhancing wireless coverage and network stability.
- Achieved improved data security, reduced data loss, and optimized bandwidth efficiency for a better user experience.
- Ensured reliable business connectivity and cost-effective IT infrastructure by optimizing network performance and saving on budget expenditures.
- Successfully resolved connectivity issues, providing uninterrupted service for hospital staff and patients.

06) Project Supervisor - PRTG Network Monitoring Tool Implementation

- Led the implementation of the PRTG network monitoring tool to enhance business connectivity across four different hospital locations.
- Configured PRTG to monitor critical devices including CCTV cameras, switches, servers, biometric devices, alert screens, computers, routers, lab machines, and video walls.
- Enabled multiple sensors and alerts within PRTG to ensure real-time monitoring and proactive issue detection across the entire network infrastructure.
- Set up customized notifications to immediately alert the IT team about any system disruptions, connectivity issues, or performance concerns.
- Improved overall network performance and minimized downtime by providing continuous oversight of all connected devices.
- Provided training and support to the IT team for effective use of the monitoring tool, ensuring smooth day-to-day operations and quick resolution of any network-related issues.

EDUCATION

Qualification	Board or University	Marks/CGPA	Session
BCS (Computer Science)	University of Science & Technology Bannu, Pakistan.	78.5 %	2009 – 2013
HSSC (Pre-Engineering)	Board of Intermediate and Secondary Education, Bannu	744/1100	2007 – 2009
SSC (Science)	Board of Intermediate and Secondary Education, Bannu.	638/900	2005 – 2007

PROFESSIONAL TRAININGS

- **(CCNA) 1000/1000 Cisco Certified Network Associate.** **(Certified)**
- **(MCS) Microsoft Certified Specialist.** **(Certified)**
- **(MCP) Microsoft Certified Professional.** **(Certified)**
- **(MCSE) Microsoft Certified System Engineering.** **(Training)**
- **(CCNP) Cisco Certified Network Professional.** **(Training)**
- **(NEBOSH) National Examination Board in Occupational Safety and Health** **(Certified)**
- **YOUTUBE** YouTube 100k silver button

SKILLS: YouTube, Freelancing, Word press, Video Editing

- YouTube Channel: Successfully grew a YouTube channel to 100k+ subscribers, earning the Silver Play Button. Skilled in video editing using femora and Canova Pro, creating engaging and professional content.
- Website Creation: Experienced in designing and managing websites using WordPress and Blogger, including content creation, SEO optimization, and maintenance.
- References: Available upon request.
- Hobbies: Freelancing, video editing, and exploring new technologies.

Operating Systems:

- Windows Server 2008 R2, 2012,2016
- Windows 11,10, 8, 7, XP

Hardware and Devices:

- **Servers:** Dell PowerEdge 2950, Dell PowerEdge R-710, HP ProLiant 380
- **Computers & Notebooks:** HP, Dell
- **Monitors & LCDs:** Various models (including Wall-Mounted LCDs)
- **Network Printers:** HP
- **Standalone Printers & Scanners:** HP, Dell
- **Networking Equipment:** Switches, KVM multiple display switches
- **Other Devices:** Video Editing Systems, Projectors

Software and Tools:

- **Backup & Data Management:** Veeam Backup, RoboCopy
- **Surveillance & Security:** iVMS, Hikvision
- **Remote Access & Administration:** Radmin
- **IT Management:** ASPIA, Ticket Management Software
- **Healthcare Management Systems (HMIS)**
- **Networking & Configuration:** Cisco Switches, Routers, Access Points (APIs)
- **Networking Hardware:** TP-Link, D-Link, Brocade, Nortel

Key Experience:

“Implementation Installation Management and troubleshooting of LAN, WAN, operating systems and devices installed in infrastructure of an organization.”

Languages:

- English
- Arabic
- Urdu

REFERENCES: Will be provided upon request.