

Furqan Alam

IT Infrastructure Engineer

Dedicated IT Infrastructure Engineer with expertise in building and maintaining critical IT infrastructure. Skilled in network administration, server management, storage solutions, and IT security best practices. Proven ability to troubleshoot hardware and software issues efficiently, manage IT assets effectively, and provide exceptional technical support. Dedicated to staying current with emerging technologies and driving continuous improvement in IT infrastructure efficiency and security.

+92-341-7588064 

me@furqanalam.com 

www.furqanalam.com 

[LinkedIn Profile](#) 

Karachi, Pakistan 

SKILLS

- Equipment Configuration: Routing and Switching
- Active Directory Management
- Data Backup & Migration
- Network Problem Solving
- Disaster Recovery Planning
- Server Administration
- Help Desk Support
- Adaptability and Ability to Learn Quickly

PROFESSIONAL EXPERIENCE

IT HEAD

Schole International (PVT) LTD
September, 2021 – Present

Karachi

- Installed and configured networking equipment, including routers, switches, NAS, CCTV cameras and wireless access points for LANs/WANs.
- Managed and maintained inventory of IT assets, ensuring optimal utilization and availability of laptops, desktops, servers, and peripherals.
- Created and managed user profiles and accounts in accordance with company policies, improving access control and security.
- Developed and maintained detailed documentation of IT systems, contributing to improved troubleshooting and operational continuity.
- Provided hands-on support for hardware issues by disassembling and repairing computer systems, achieving a quick resolution to technical problems.
- Oversaw backup management and user account support, ensuring data integrity and security.
- Delivered technical support to end users across various platforms, enhancing user experience and system functionality.
- Conducted training sessions for new staff on IT systems and procedures, fostering a culture of knowledge sharing.
- Assisted in the setup and maintenance of video conferencing systems, facilitating seamless communication across the organization.

IT TECHNICIAN

Sunbonn Technology
May 2021 – August 2021

Karachi

- Provided comprehensive hardware maintenance and repair for computers and laptops, ensuring optimal performance and minimizing downtime for software development teams.
- Installed and configured a wide range of software applications, including Adobe Creative Suite (Illustrator, Premiere Pro), Windows OS, and macOS, supporting diverse project requirements.
- Managed network switching infrastructure, ensuring stable and reliable internet connectivity for the software development environment.
- Delivered timely and effective technical support to end-users, resolving software and hardware issues efficiently to maintain productivity.

CERTIFICATES

CCNAV7: INTRODUCTION TO NETWORKS

DEEP WEB AND CYBERSECURITY BY
EC-COUNCIL

CCNAV7: SWITCHING, ROUTING, AND
WIRELESS ESSENTIALS

PEH BY TCM SECURITY

CCNAV7: ENTERPRISE NETWORKING,
SECURITY, AND AUTOMATION

LINUX CRASH COURSE BY EC-COUNCIL

EDUCATION

GOVT. DEGREE BOYS COLLEGE

INTERMEDIATE - PRE-ENGINEERING

METROPOLITAN SCHOOL

MATRICULATION - COMPUTER SCIENCE