

# SHAHID GUL

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Riyadh, Saudi Arab

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## OBJECTIVES

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Highly skilled IT professional with 3+ years of experience in network administration, IT support, and cybersecurity. Proven expertise in cloud computing, system security, and disaster recovery. Adept at troubleshooting complex network issues and optimizing IT infrastructure. Seeking to contribute my technical expertise and problem-solving abilities to a dynamic organization.

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## TECHNICAL EDUCATION / CERTIFICATIONS

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## Highlights Of Information Technology Skills

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### Networking & Security:

- CCNA
- CCNP Enterprise Core
- ASA Firewall
- Fortinet NSE 4

### Microsoft & Cloud:

- MCSE
- AWS Solutions Architect
- Azure Administrator
- Office 365

### Linux & Virtualization:

- Red Hat Enterprise Linux,
- VMware ESXi
- DevOps & Automation: Docker, Jenkins, Chef

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## Professional Experience

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**USA Remote Freelancer job,  
IT Support | Network professional**

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**2022 –2025**

### Responsibilities

- Provided IT support to end users by troubleshooting hardware, software, and network issues.
- Resolved technical support tickets using Jira, ServiceNow, and Zendesk, ensuring timely assistance.
- Installed, configured, and maintained Windows and Linux operating systems for users and servers.
- Managed Active Directory, including user authentication, group policies, and access controls.
- Provided Technical Help Desk Support, assisting employees with system and application issues.
- Performed routine maintenance, updates, and security patches on workstations and servers.
- Diagnosed and resolved printer, peripheral, and connectivity issues across multiple locations.
- Configured and maintained email services, including Microsoft 365 and Exchange Server.
- Assisted in deploying and supporting IT security policies to protect systems from cyber threats.
- Installed, configured, and managed Cisco routers and switches to optimize network performance.
- Created site-to-site VPN connections between offices using FortiGate Firewall.
- Configured firewall policies to secure the local LAN and restrict unauthorized access.
- Troubleshot LAN, WAN, and VPN connectivity issues, ensuring smooth network operations.
- Created VLANs on switches to minimize broadcast traffic and improve network efficiency.
- Managed server virtualization using VMware ESXi and Hyper-V to enhance resource utilization.
- Monitored and optimized system and network health using tools like SolarWinds and Nagios.
- Enforced IT security policies, ensuring compliance with industry best practices.
- Provided mentorship and training to junior IT staff, improving team efficiency.
- Assisted in implementing cloud-based solutions, including AWS and Azure.
- Deployed and managed EC2 instances in AWS, ensuring high availability for hosted servers.

## **VERTEXSOFT, Islamabad**

### **Network Engineer**

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**Oct 2020 – May 2022**

#### **Responsibilities**

- Create site-to-site VPN between two offices on FortiGate Firewall wall.
- Installing various OS like Windows and Linux
- Configuring Cisco routers, switches, and FortiGate firewall
- Handling technical inquiries, resolving issues, and ensuring seamless operations
- Creating ec2 instance in AWS and high availability for server host on it.
- Gives Technical Help Desk Support to end users.
- Configuring VPN for remote employees.
- Resolving tickets of remote users using Jira.
- Configuring policies on firewall to secure the local LAN and limit the user's access.
- Create Vlan's on switch and minimize the broadcast and prevent bandwidth.
- Make sure the resources are host on Azure cloud with reasonable cost and prevent from.
- Keep database and application on Azure storage on cloud and make it secure from unauthorized access.

## **Intern at Soft Breeze, Peshawar**

### **IT Executive**

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**Feb 2020 - June 2021**

#### **Responsibilities**

- Provide technical support for hardware, software, and network issues.
- Configurations of computer networks, hardware, software.
- Researching new technologies and products that could help the company achieve its goals.
- Windows and servers' installations.
- Manage and maintain network infrastructure, including routers, switches, and firewalls.
- Implement cloud solutions on AWS and Azure for efficient IT operations.
- Perform routine system checks and ensure security measures are up to date.
- Assist in troubleshooting and resolving customer issues with cloud-based services.

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#### **• LANGUAGES**

- English: Fluent
- Pushto: Native
- Urdu: Fluent

• Arabic: Basic

#### **• EDUCATION**

- *BS Computer Science*
- *University of Peshawar, Pakistan*