

Haroon Rasheed

IT Specialist

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Saudi Arabia, Riyadh,

With over a decade of experience as an IT Network and helpdesk Support Engineer, my work combines technical expertise, problem-solving skills, and a commitment to maintaining efficient IT systems. I thrive in dynamic environments, ensuring seamless network performance and providing reliable support to users. Let's work together to optimize your IT infrastructure and solve challenges with innovative solutions

Work Experience

Help Desk Engineer

Al Enjaz-co | Saudi Arabia

Nov 2019 - Present

As an IT Help Desk Engineer & Network and Support Engineer at Enjaz Co., I am responsible for managing and troubleshooting network infrastructure, providing both remote and onsite technical support to users. I configure and maintain local networks, ensuring their optimal performance, security, and privacy. My role involves setting up user devices with email accounts and various software packages, and installing/configuring software tailored to individual user needs. I manage user accounts and permissions across key systems, including Procure, Coins, and Microsoft 365. I am also in charge of maintaining the functionality of printers and scanners, collaborating with vendors for troubleshooting when necessary. Additionally, I oversee vendor accounts, including telecom and print services, and provide user training on new software and equipment. I proactively identify areas for improvement, keeping an eye on emerging technologies that could benefit the business while ensuring smooth, disruption-free system upgrades.

Assistant Network Administrator

Riphah International University | Pakistan

Oct 2012 – July 2019

At **Riphah International University**, I was responsible for managing the network data center, ensuring the efficient operation and security of all IT infrastructure. I coordinated monthly meetings with the IT Manager to address and resolve ongoing IT issues. My role involved overseeing the management of servers, firewalls, and switches, maintaining their performance and security. I also managed the IT helpdesk and complaint management system, providing user support for both hardware and software issues. In addition, I handled user complaints related to the **Hospital Information Management System (HIMS)**, ensuring quick resolutions. Furthermore, I was responsible for controlling IT inventory and procurement, ensuring timely sourcing and maintenance of IT equipment and software as per university requirements.

Core Skills

Experienced in Windows Server Administration, Active Directory, VMware and IT support, with a strong background in networking technologies including Cisco routers, switches, LAN/WAN, VPN, and Wi-Fi, **Basic** knowledge of scripting languages (Python, PowerShell), and skilled in CCTV systems installation and maintenance, network cabling, and firewall configuration. Expertise in IT troubleshooting, managing Microsoft Office 365 and MS Office Suite, along with inventory and procurement management and integrating GPS devices and software.

Education

Gomal University

Jan 2019 - May 2021

Master In Computer science

GPA 3.68

Certifications & Training

Google System Administration and IT Infrastructure Services Certification (Google, 2023), Cloud Computing Certification (IBM, 2023), MCSA: Office 365 Certification (Microsoft, 2022), Diploma in IT Repairing and Maintenance of IT Equipment (Brain College, Government of Pakistan, 2021), CCNA Training (Corvit College, 2013) (Python Essentials 1)

Languages

English, Arabic Urdu