



ZIA UR RAHMAN

IT Engineer

PROFILE SUMMARY

Looking for a challenging position in a dynamic organization, which can utilize my potential to its full extend and where there is a need to share broad cooperative efforts though sound in the field of networking for all found development of the company with in time constraint on a professional way. Young dynamic, self-motivated professional with 3 years of experience as a system engineer. I do the job with great sense of responsibility and always expect to make a positive contribution and prove myself an asset to the organization which employe me.

PROFESSIONAL EXPERIENCE

IT Engineer

Tech Track IT Company

Nov 2024 – Ongoing

Project: **Ministry of Defense Riyadh**

- Overseeing the setup, configuration, and maintenance of the company's network infrastructure, ensuring seamless connectivity and optimal performance.
- Implementing robust security measures, including firewalls and encryption protocols, to safeguard the company's IT systems and data from potential threats.
- Software deployment Via LANDesk
- Providing timely and effective troubleshooting support for hardware, software, and network issues, ensuring minimal downtime and optimal functionality.
- Provide backup AV support Handle in call technical support issues perform level 2 & 3 troubleshooting
- Continuously monitors and maintains computer System and networks.
- Configures hardware and software and solve technical problems.
- Manage Cloud AWS Accounts, monitoring systems and automation software
- TCP/IP networking and hardware maintenance and repair.

IT Support Engineer

ACES Saudi Arabia

July 2023 – October 2024

Project: **Riyadh Metro Line 3**

- Server room management and the management of complex IT infrastructure and network.
- Installation and configuration of computer hardware, software, system, networks, printers and scanners.
- Remotely access client PCs problem solving
- Troubleshooting and technical problem solving
- Setting Up user accounts and profile for the new starters.
- RMM (Remote monitoring management)
- Emailing (Arrow enterprise for mobile phones for users).
- Collaborate with LAN technician/ network administrator to ensure efficient operation of the company's desktop computing environment
- Work with the company helpdesk on assigned problem IMAC Tickets.
- Installing and operating windows desktop and server operating system.
- Building Configuration and troubleshooting of server and desktop hardware
- Telecommunication Protocols: Understanding of key protocols such as TCP/IP, SIP, and VoIP
- Connecting rails to rack and mounting servers in data center,
- Installations of wireless devices and active.
- Installation of new server racks & cabinet in data center.

CONTACT



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Riyadh, Kingdom of Saudi Arabia

CERTIFICATIONS

- ❖ ISO 9001 QMS Lead Auditor
CQI-IRCA
- ❖ System Engineer
- ❖ CCTV Closed Circuit
Television
- ❖ MEAN/MERN Stack
Development
- ❖ Diploma in Supply Chain
Management - MOI
- ❖ HRD-Human Resources
Development DWE
- ❖ Logistic Supervisor TEP

EDUCATION

❖ Bachelor In Computer Science

2017-2021

Agriculture University Peshawar

❖ Master In Project Management

2022- 2023

Air University Islamabad

SKILLS

- ✓ MS Office, Excel, Power Point, MS Outlook.
- ✓ System Administration
- ✓ Server operating System
- ✓ Troubleshooting
- ✓ Database management System
- ✓ Data Monitoring and analysis
- ✓ Installation of Hardware & Software
- ✓ Technical Support
- ✓ Problem Solving
- ✓ Networking

PERSONAL INFORMATION

- **Name:** Zia Ur Rahman
- **IQAMA SA:** Transferable
- **License:** Available
- **Martial St:** Single
- **Contact:** +966 535668346
- **Adress:** Riyadh, Kingdom Of Saudi Arabia

LANGUAGES

- **English** Fluent in written And Spoken
- **Arabic** Beginner in written and Spoken
- **Urdu** Fluent in written and spoken

INTERNSHIP

Core link Software House Peshawar

March 2021 - November 2021

- Involved in complete migration of end user to windows10
- Identifying diagnosing and resolving issues in computer hardware and software in system such as laptop and work station.
- Servers' management backup and troubleshooting
- Manage other local peripheral hardware issues and request.
- Onsite installation of IT equipment's
- Wireless network configuration
- Access points configuration
- Hardware Installation
- Software Installations

EXPERTISE

- Skilled in overseeing network infrastructure setup, configuration, and ensuring robust security measures to safeguard IT systems.
- Expertise in system engineering, contributing to improved performance, reliability, and optimization of organizational systems.
- Setting up and managing routers, switches, firewalls, and wireless access points.
- Implementing and maintaining network security measures, including VPNs and firewalls.
- Optimization of supply chain processes to enhance efficiency and cost-effectiveness in logistics management.
- Skills in logistics supervision, ensuring streamlined operations and efficient coordination for timely delivery of goods.
- Ability to monitor real-time data from multiple sources, analyze process parameters, trends, and alarms, and take appropriate actions to maintain operational efficiency and safety.
- Expertise in HRD strategies, contributing to a positive workplace culture, improved employee satisfaction, and enhanced performance.