

MUHAMMAD ADNAN KHAN

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Summary

A highly personable, competent, self-starter and team spirited professional with over 4 years of experience as a Technical Support Engineer. I possess strong customer service and communication skills and have excellent technical problem solving skills.

I have a good grasp on windows based systems (installation, configuration, upgrades, patch management and backup), in depth analysis for the IT infrastructure specifically for any optimization possible resulting in high availability and performance. Additionally, I am researching and analyzing, troubleshooting to identify and resolve security issues, continuously learning to practically implement security policies with the help of extensive open source security toolkits, with a strong focus on ISMS (Information Security Management System) - ISO27001.

I strongly believe in team work leading to increased productivity, only if team collaboration is right and this is exactly what I am improving and polishing day by day.

I want to attain a diverse technology background to blend in this fast-paced digital age.

Experience

Technical Support Engineer at **ALROEYA** (Abu Dhabi Media Investment Corporation)

January 2015 - Present (**Dubai Media City –Dubai, U.A.E**)

- Responsible for providing Information technology services to Microsoft Windows (7 & 10) and Macintosh (OSX High Sierra) system users.
- Training users with newly deployed media software's i.e. custom packaged software's (Rapid Browser, NewsPress etc) along with articulating technical issues to non-technical staff.
- Preventive maintenance of the IT equipment and systems (Printers, Scanners, Servers).
- Remote computer systems access and extended support for users working from remote locations. [EMM (Enterprise Mobile Management) services for users using iPhone]
- Troubleshooting Operating System issues for both Microsoft Windows and Mac Systems along with extended support for hardware issues (Troubleshooting support is for almost any digital device working on multiple software platforms).
- Active directory manipulation for the custom designed network and managing the help-desk and ticketing system
- Documentation of the already deployed network and the work flow for the entire media network platform.
- Endpoint Security Configuration and security policies implementation along with network monitoring for any malicious activities.
- 1st and 2nd level support for interruptions to IT services, communicating with internal and external parties, investigating issues, and restoring service. Providing services round the clock because of 24x7 coverage for production, managing in variable shifts. (Dependent on the complexity of the problem i do get involved in Tier 3 support). Team Work (Doing my best to contribute as much as I can in a team work environment, for a perfect synergy)

IT Support Analyst at **CPPR** (Centre for Public Policy Research)

June 2014 - November 2014 (**Peshawar, Pakistan**)

- Responsible for the information technology framework: online and offline support for all employees of current operational projects. (Windows, Mac and Linux)
- Automation and digitization of the already manual documentation in practice
- General administration along with conducting different workshops and presentation.
- Maintaining and updating the online website for an easy public access to the research and publications related to the projects completed.

Research Associate at **M4S** (University of Engineering and Technology KPK)

July 2013 - June 2014 (**Peshawar, Pakistan**)

- An open source software development project initiated by Department of Mining Engineering, University of Engineering and Technology and funded by National ICT R&D.
- Designing a cost effective system for the vehicle maintenance management to cut down costs by tracing the vehicles fuel logs with a complete track record.
- Procurement of equipment's for this research project (Performance and Memory utilization based).
- Configuring Dell VRTX Shared infra-structure servers for the SAN (Storage Area Network) both in Windows and Open Source (Linux - Ubuntu Open Stack)
- Team Leader for the undergraduate final year project students from different engineering fields for the Machinery Management System.
- Documentation of the Research Project and monthly report writing.

Education

Stanford University (2016 - 2017)

Stanford, California, U.S.A

Professional Certificate - **Advanced Computer Security Certificate**,
Computer and Information Systems Security/Information Assurance

University of Engineering and Technology (2009 - 2013)

Peshawar, KPK, Pakistan

Bachelor of Engineering (BS), Computer Systems Engineering,
Activities and Societies: Development Team, Entrepreneurship

Cadet College Kohat (2006 - 2008)

Kohat, KPK, Pakistan

Higher Secondary School Certification, Pre-Engineering,
Activities and Societies: Debate Team, Computer Club

Cadet College Kohat (2004 - 2006)

Kohat, KPK, Pakistan

Secondary School Certificate System, Sciences
Activities and Societies: Debate Team

[Contact Muhammad Adnan on LinkedIn](#)

