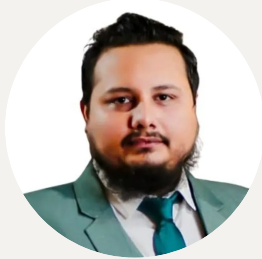


# Sheikh Muhammad Ibrahim



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Karachi, Pakistan

## Profile

Highly experienced and results-driven IT Networking professional with 10 years of hands-on experience in designing, implementing, and maintaining robust network infrastructure. Seeking a challenging position where I can leverage my extensive industry knowledge, technical expertise, and problem-solving skills to contribute to the success of an organization.

## Professional Experience

### IT Manager

*ITX Future Resolution(SMC LTD)*

2022 – 2023 | Karachi, Pakistan

- Designed, implemented, and maintained enterprise-level network infrastructure, including LAN, WAN, and WLAN.
- Configured and optimized network devices such as routers, switches, firewalls, and wireless access points.
- Conducted network monitoring and performance analysis to identify and resolve issues proactively.
- Implemented network security measures, including firewalls, access controls, and intrusion detection systems.
- Collaborated with cross-functional teams to develop network policies, procedures, and best practices.
- Led network upgrade projects, ensuring minimal downtime and seamless transition to new technologies.
- Provided technical guidance and support to junior network engineers, fostering their professional growth.
- Resolved complex network issues and performed root cause analysis for incidents and outages.
- Maintained documentation of network configurations, diagrams, and standard operating procedures.

### Network Administrator

*Orange E-Sports Pvt. LTD,*

2021 – 2022 | Karachi, Pakistan

- Assisted in the installation, configuration, and troubleshooting of network devices and connectivity.
- Conducted network audits to identify vulnerabilities and recommend security enhancements.
- Monitored network performance and conducted periodic network health checks.
- Assisted in the planning and implementation of network upgrades and expansions.
- Provided end-user support for network-related issues and resolved them in a timely manner.
- Collaborated with vendors and service providers to ensure smooth operation of network services.
- Documented network configurations, changes, and support activities.

### Union Council Polio Officer

*World Health Organization*

2016 – 2020 | Karachi, Pakistan

- Oversee and provide supervision to all teams at the Union Council (UC) level, ensuring effective coordination and implementation of polio activities in District West.
- Manage and analyze data related to polio activities, ensuring accuracy and reliability.
- Prepare reports on data and issues encountered during polio campaigns, providing insightful analysis and recommendations for improvement.

## Skills

### Professional Skills ● ● ● ● ●

- Network Design and Architecture
- LAN, WAN, and WLAN Deployment
- Routing and Switching
- Network Security (Firewalls, IDS/IPS, VPN)
- Network Monitoring and Troubleshooting
- Cisco Networking Technologies
- Network Performance Optimization
- Network Documentation, Quotations and Standards
- Vendor Management
- Team Leadership and Collaboration
- Hardware & Software Troubleshooting.
- Installation of Windows, Network, Cameras & Cloning

### Soft Skills ● ● ● ● ●

- Project management
- Strong decision maker
- Complex problem solver
- Problem solving
- Innovative
- Service-focused

### Tools ● ● ● ● ●

- Excel, Word,
- Acronics(backup & cloning)
- Remotely Managed (ccp,smart launch)
- VoIP
- Call Centre Softwares, Portals & Dailer Management.

## Education

**Graduation**  
Govt Premier College  
2013

**Intermediate**  
Karachi Board  
2008

**Matriculation**  
Karachi Board  
2005

- Coordinate the deployment of teams for polio vaccination drives, ensuring proper staffing and distribution of resources.
- Facilitate the disbursement of salaries to the teams involved in polio activities, ensuring timely and accurate payments.
- Take charge of overall administration and coordination of polio-related operations at the UC level, ensuring compliance with established protocols and guidelines.
- Collaborate with relevant stakeholders, including government officials, health departments, and community leaders, to ensure smooth execution of polio activities and address any challenges that arise.
- Continuously monitor and evaluate the progress of polio campaigns, identifying areas for improvement and implementing corrective measures.
- Stay updated on the latest developments in polio eradication strategies and contribute to the development of innovative approaches for effective implementation at the UC level.

### Manager

*Cloud D-Nine Cafe*

2013 – 2015 | Karachi, Pakistan

- Serve as a Manager overseeing all aspects of hardware, software, and network management in addition to restaurant operations.
- Take responsibility for the recruitment and selection of staff members, ensuring the acquisition of skilled individuals who align with the organization's goals and values.
- Conduct regular quality checks to ensure that the food meets the highest standards of quality, taste, and presentation.
- Manage the entire payroll process, including the accurate and timely disbursement of salaries to employees.
- Handle various aspects related to the business, such as inventory management, vendor relationships, and budgeting.
- Monitor and maintain the performance and functionality of hardware and software systems, including POS systems, network infrastructure, and other IT resources.
- Implement and enforce standard operating procedures to optimize efficiency, consistency, and customer satisfaction.
- Develop and maintain strong relationships with customers, ensuring a positive dining experience and addressing any concerns or feedback.
- Collaborate with cross-functional teams to develop marketing strategies, promotions, and initiatives to drive business growth.
- Stay updated on industry trends and best practices, incorporating innovative ideas and technologies to improve operations and customer satisfaction.

## **Manager**

*Lime Lite Entertainment & Marketing Solutions*

2010 – 2013 | Karachi, Pakistan

- Assumed the role of a supervisor for the launch of Q-Mobile Quad core series in multiple locations, overseeing various activities including kiosk structure setup and installation.
- Managed the recruitment and hiring of Brand Ambassadors (B.A) to support marketing efforts during the launch.
- Coordinated the deployment and scheduling of Brand Ambassadors to ensure proper coverage and representation at each location.
- Took charge of floor management during the launch, ensuring smooth operations and providing guidance to the team.
- Collaborated with the marketing team to develop effective strategies and promotional activities to maximize product visibility and customer engagement.
- Conducted regular assessments and provided training to the Brand Ambassadors to enhance their product knowledge and communication skills.
- Monitored the progress and success of the launch, collecting feedback and insights for future improvements.
- Worked closely with vendors and suppliers to ensure timely delivery of necessary equipment and materials for the launch.

## **Manager IT/Admin**

*Cafe Amigos*

2007 – 2009 | Karachi, Pakistan

- Provided valuable assistance to a senior IT professional in the areas of network and software installation and configuration.
- Collaborated with the senior IT person to ensure smooth and efficient installation of network infrastructure and software systems.
- Assisted in setting up network devices such as routers, switches, and firewalls, ensuring proper connectivity and functionality.
- Supported the configuration and optimization of software applications, addressing any technical issues or challenges that arose.
- Collaborated with the senior IT person to troubleshoot and resolve network and software-related problems, ensuring minimal disruption to operations.
- Offered technical expertise and insights to enhance the performance and security of the network and software systems.
- Participated in testing and quality assurance activities to verify the successful installation and functionality of network and software components.
- Maintained clear and effective communication with the senior IT person, providing updates on progress and reporting any issues encountered.