



IRFAN ALAM

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Skills and Hands-on

Virtualization, VCenter, ESXi 4.5/5.0/5.5/6.0/6.5/6.7/7.0, HyperV 2012 R2, 2016, 2019 and other Virtual Platform.
 Microsoft Servers 2003 to 2022, Microsoft Exchange Migration from 2007 to 2013 and to 2016 and currently 2022 in plan. WSUS, Terminal Services with TS-Factory, File Server, DFS, Active Directory 2003 to 2012R2 and to 2016, Microsoft Licensing, IIS, SSL, MS SQL, GPO, Task Scheduler, Central Event Server, ISA/TMG, DHCP, DNS. MS DYN CRM 2016, IVR integration with CRM, Internet Banking Application support and monitoring, 1Link, Covalent, TPS connectivity strategies. Trend Micro secure file sharing and its integrations.
 Microsoft® Azure, Microsoft 365 monitoring, support and management.
 McAfee EPO 4.5 to 5.10, Veritas Backup Exec 2008 to 2021, NetBackup, Veeam Backup & Replication, TrueConf and Vydeo Video Conference Solutions, AVAYA Telephony Solution. Panasonic PABX TDA 200 & TDE 200. MDM Solutions. Linux Platform – Ubuntu, CentOS, Red-hat, EFA, Apache, Mail Services, Web Services, File Services, NTP. Fortigate 300D, 500D, 201F, 800D Firewall, 200D Analyzer, FortiAP, FortiMail, Cisco Routers and Switches, VPN, UTM, VIP, Routing, NATing, Policy base Routing, Firmware upgradations, Unifi Wireless Devices, Juniper Firewall and IDP. Sonic Firewall
 IBM Server x3250, x3650 M4, M5 IBM Blade Servers, IBM SANs v3700, v3700v2, v5000, Dell Servers R710, R720, HPE HCI, DELL HCI, Vxrail / vCenter
 Domain and hosting Management, DNS, subdomain, SSL, SAN/UCC Certificates, catch all redirection, domain forwarding, and domain migration (Go daddy, Host monster, Blue Host).
 WordPress, PHP, JavaScript, MySQL. (Part time Developer)

Career Profile

Qualified in the administration, optimisation, monitoring, strategic planning, data backup, disaster recovery, Network configuration for the activities of servers and their software. Implementation of Mail server and IIS, web-based Intranet and Internet solutions and development. Knowledge of IT, Hardware, vendors and suppliers, telecommunication and ability to ensure timely resolution by providing support to ensure uninterrupted working. Support information systems in a wide range of computing environments with Servers, windows, Linux platform & Virtualization.

Professional Experience

From Dec 2022 to Present
**Group Head of IT Infrastructure & Operations
 TPL Corp – One Brand, Multiple Companies.**

TPL has come a long way since its inception. Starting from Tracking and Asset Management, TPL has been widely successful in diversifying its impact portfolio, ranging from Real Estate and Security Services to Venture Capital and General Insurance.

Here is a look at our journey through time, accentuated by how our company has grown to yield maximum impact for our customers and stakeholders.

Responsible for leading and managing the company's IT infrastructure team, developing and implementing strategies to support business goals, ensuring system availability, security, and scalability, staying current with technology trends, managing the budget, providing technical leadership, maintaining vendor relationships, and ensuring compliance with regulations. Strong leadership and management skills, technical knowledge, problem-solving skills, communication skills, and interpersonal skills.

- Develop and implement IT infrastructure strategies, policies, and procedures to support the company's business goals
- Manage and oversee the day-to-day operations of the IT infrastructure team
- Ensure the availability, scalability, and security of the company's IT systems and network
- Stay abreast of emerging technologies and trends in IT infrastructure and evaluate their potential for adoption
- Lead the design, implementation, and maintenance of the company's data centers, cloud infrastructure, and network systems, disaster Recovery site.
- Manage the budget for the IT infrastructure team and ensure that expenditures are in line with company goals
- Develop and maintain relationships with key technology vendors and service providers
- Provide technical leadership to the IT infrastructure team and mentor team members to reach their full potential
- Ensure compliance with all relevant regulations and standards, such as data privacy and security laws
- Leading the IT Operations Team (IT Support & helpdesk)

Education:

Masters of Computer Science

University: Muhammad Ali Jinnah
GPA: 3.37

Professional Trainings

CCNA, MCSE, VSICM6 (UAE)
FCNSA.v5 Training in UAE
McAfee EPO Administration Training
Symantec Backup Exec Self Training
Linux, PHP, MySQL administration,
Android plus basic java,

Microsoft Certified

- MCSE 2010
- 70-346 MS Office 365 Identities and Requirements
- 70-347 MS Enabling Office 365 Services

VMware Certified:

- VMware vSphere 6.5 foundations (2v0-602)
- VMware VCP DCP 6.5

NSE Certified

- NSE 1 The Threat Landscape
- NSE 2 The Network Security Associates
- NSE 3 The Network Security Expert
- NSE 4 Network Security Professional

References

Best of my academic, personal and professional reference will be furnished as desired.

Personal Info

F NAME: Alam Sher
DOB: December 05, 1982
CNIC: 42201-2587594-1
PASSPORT: AH1755942
NATIONALITY: Pakistani
MARITAL: Married
RELIGION: Islam

From July 2020 to Nov 2022

SAVP – Head of IT Infrastructure & Support MCB Arif Habib Savings & Investments (Pvt.) Ltd

Responsible for Head Office and Co-Located Infrastructure on Virtual Environment, with Microsoft Windows 2012/2016 and Linux platform, in-house Active Directory, MS Exchange server 2016 with DAG, McAfee EPO, Veritas Backup Exec 2016, vCenter 6.7 /7.0 - VMWare, EFA Project Barracuda Spam Filter, Fortigate Firewall in HA, TrueConf Video Solution, Avaya equipment and Servers, All Core Application Servers IBM and DELL Servers

- Proactively and effectively managed day-to-day IT support requests and resolution workflow for technical operations issues.
- Coordinated and supervised ongoing technical operations and IT support initiatives for firm applications implementation projects.
- Executed migration, upgrade and deployment of Virtual Environment and Microsoft Server OS and Microsoft Exchange Server and coordinated initial end-user training.
- Troubleshooting network & systems and recommended improvements to infrastructure.
- Promoted ITIL-based policies and procedures that addressed incident, problem and change management, coordination with Internal and external Auditors.
- Products Licensing, Planning, Sizing and Procurement of Hardware, Managed IT operations and infrastructure budgets and assets. Responsible for contracts, vendor negotiations, and bid proposals.
- Established security policies and procedures that encompassed redesign of the network infrastructure.
- Increased production system's uptime by relocating equipment to Co-Located Data Centre and upgrading to New Hardware, New Virtual Platform and Network switches and firewalls.
- Revamped entire IT infrastructure setup including Server infrastructure, storage setup and implemented business-critical middleware Veritas Backup Exec & End-point security.

From July 2017 to June 2020

AVP -Sr. Manager IT Infrastructure MCB Arif Habib Savings & Investments (Pvt.) Ltd

From July 2014 to Jan 2017

OG-I - Manager IT Infrastructure MCB Arif Habib Savings & Investments (Pvt.) Ltd

From Dec 2011 to June 2014

OG-II - Executive Network & System Administrator Arif Habib Savings & Investments (Pvt.) Ltd

From Feb 2011 to Dec 2011

Executive - Network & System Administrator Avanza Solutions (Pvt.) Ltd

From June 2008 to Jan 2011

OG III - Network & System Administrator MCB Asset Management Company (Pvt.) Ltd