

ABDUL QADEER MEMON



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SUMMARY

IT professional with over 15 years of experience in systems administration, network management, and MIS. Skilled in designing, deploying, and optimizing IT infrastructure and cybersecurity frameworks to safeguard assets and ensure reliability. Experienced in driving digital transformation initiatives that streamline operations and improve efficiency. Known for strategic problem-solving, effective cross-functional collaboration, and a focus on continuous technological improvement.

WORK EXPERIENCE

IT DESKTOP SUPPORT ENGINEER, CNS - DUBAI HEALTH AUTHORITY UAE Nov 2025 - Present

- **Level 1 & 2 IT Support:** Provide on-site Level 2 support and resolution for end-user hardware, applications, and IT-related issues following ITIL standards.
- **System Administration:** Manage and support Windows Domain, Exchange Server for email solutions, and ensure smooth IT operations across designated sites under DAHC.
- **Hospital & Enterprise Applications Support:** Support and maintain various hospital applications, including SALAMA, SUNQUEST (Lab applications), Qmatic queue system, and web-based GRP.
- **Cybersecurity & VPN Management:** Configure and manage McAfee Enterprise Antivirus and VPN solutions for secure remote access.
- **Remote IT Management:** Utilize Ivanti Management Suite for remote troubleshooting and application setup, ensuring network efficiency.
- **Hardware & Application Troubleshooting:** Diagnose and resolve IT issues using Nexthink and Systrack tools, coordinating with vendors for maintenance, service, and warranty concerns.
- **Healthcare IT & Medical Device Support:** Provide first-level support for medical devices, including Capsule devices, Omnicell systems, Glucometers, and Lab Testing Devices, ensuring network connectivity.
- **Networking & Telecom Support:** Handle LAN/WAN troubleshooting, IP/Analog phone support, Dubai Happiness Meter, and network patching, coordinating with internal teams for server and telecom support.
- **SCCM & MDM Management:** Manage SCCM application deployment, mobile device support through Secure Hub MDM, and troubleshoot Epic healthcare applications.
- **Day to day troubleshooting of IT issues** - LAN, WAN, Desktop, Printers, PDA, Wi-fi, Mobile Devices, Outlook and different applications within the SLA. As per ITIL standards. Using IVANTI LANDesk Tool

SYSTEM SUPPORT ANALYST, AHALIA EXCHANGE UAE Jul 2019 - Oct 2025

- Managed IT infrastructure and provided comprehensive support in 30 branches for approximately [500]-user network, addressing software, hardware, and security system issues through proactive maintenance and monitoring.
- Office 365: Managing user accounts, permissions, policies, email accounts & groups, email backup, manage licenses, permissions, monitor and troubleshoot office 365, and technical support for performance.
- Enhanced cybersecurity protocols, including firewall upgrades, network troubleshooting and network device configuration across multiple sites.
- Provided strategic MIS improvements that increased data access and visibility.
- Led IT audits, daily backups, ticketing, and vendor management while maintaining data centre operations, Windows Server OS, and system security, End-point Security.
- Developed internal systems and ensured seamless IT infrastructure and operational security across the organization.

AM MIS & STRATEGY, IMC PVT LTD KARACHI PK Jan 2005 - Jun 2019

- Administered MIS portals with a focus on managing databases related to programs, content, and production planning.
- Manage social media management for official accounts on Facebook, YouTube, and Twitter.
- Generated and presented reports using Excel and PowerPoint, providing actionable insights.
- Utilized Kantar People Meter Software for local and international TV ratings and viewership analysis & conducted detailed viewership and competitor analysis.
- Worked with BI Publisher to create reports for news, programming, and departmental applications.
- Developed and managed personalized marketing campaigns to engage target audiences.
- Created and analyzed market value reports, research, and marketing documentation.

TECHNICAL OFFICER, MICRONET PVT LTD - KARACHI - PK Mar 2003 - Dec 2004

- Planned and designed circuits for ADSL and SHDSL installations, including VPN networks.
- Installed, tested, and commissioned ADSL and SHDSL routers at various sites.
- Monitored and resolved daily installation queries.

EDUCATION

Master of Computer Science (MCS)
Bachelor of Computer Science (BCS)

FUUAST Karachi Pakistan
SALU Karachi Pakistan

2009 - 2011
2000 - 2003

Technical Skills:

- Windows Server: Installation, configuration, and maintenance of servers, Active Directory, DNS, DHCP, Group Policy, Backup and disaster recovery, Domain joining. Storage solutions
- Administer and manage Office 365 environment, Develop and implement security policies MFA, Lead Office 365 migration projects, seamless data transfer, Managed user accounts, permissions, and licenses within the Office 365 admin portal.
- Networking: LAN/WAN configuration and troubleshooting
- Security: Endpoint and server security (antivirus, endpoint protection), Firewalls, IDS/IPS, VPN management, Network security protocols, cyber security awareness trainings to employees and vulnerability assessment, Patch management
- Monitor System, System performance tuning, Troubleshooting tools, Log analysis

Trainings s Certificates:

- Attacks and Persistence for Incident Handlers (@cybrary.it)
- Systems Security Certified Practitioner (SSCP) (@cybrary.it)
- Certified Information Security Manager (CISM) (@cybrary.it)
- Certified Specialist Engineer Ruijie (Reyee) (@Ruijie)