

Sameer Ahmed

Systems & Network Administrator | IT Support | IT Service Management

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Professional Summary

IT professional with 19+ years of experience in systems and network administration, IT support, and service management. Skilled in Active Directory, Group Policies, DHCP, DNS, print management, ManageEngine Service Desk & Endpoint Central, firewall security (Fortinet, PF-Sense, Sophos XG), VoIP deployment (Elastix, FreePBX), and storage solutions (TrueNAS, Synology NAS). Experienced in UniFi AP AC LR enterprise wireless solutions, including configuration and seamless user roaming. Proven expertise in IT infrastructure optimization, disaster recovery, and WFH enablement. Strong track record of cost reduction, process automation, and IT service improvements.

Experience

System Administrator | August 2025 – Present

1 Laboratories Inc., LA Downtown California, US

- Managed and configured Fortinet firewalls to enhance network security, mitigate threats, and ensure compliance with industry standards.
- Administered UniFi switches and access points via the controller, optimizing wireless infrastructure for seamless connectivity and performance monitoring.
- Oversaw Active Directory operations, including user account provisioning, group policy management, and directory synchronization to support organizational access controls.
- Maintained VoIP systems to facilitate reliable voice communications, troubleshooting call quality issues and integrating with existing telephony infrastructure.
- Delivered comprehensive desktop support to end-users, resolving hardware, software, and connectivity problems to minimize downtime and improve productivity.

Field I.T & Network Technician | January 2025 – July 2025

INJOGATE Technological Services | 212 N 2nd Street, Richmond, KY 40472, USA

- Performed VoIP device reprovisioning by executing hard resets and configuration updates on IP phones under remote engineer guidance.
- Troubleshoot and resolved hardware issues by replacing non-functional laptop cameras, ensuring minimal downtime and restored device functionality.
- Assisted remote technical teams during on-site interventions to streamline communication device recovery and workstation maintenance.
- Demonstrated adaptability by responding to diverse field assignments involving VoIP systems and end-user hardware across different client sites.

Network Administrator | January 2012 – June 2024

Petrochemical Engineering Consultants | Oil & Gas Design & Engineering Consultants

- Implemented Manage Engine Service Desk IT Service Management Application to reduce complaint resolution time by 60%
- Implemented Manage Engine Desktop Central for Centralized Endpoint Management including remote OS and Software Installation and Patch management.
- Eliminate the cost of 1.5m premium storage by deploying Linux based TrueNAS storage solution
- Secured endpoints by Kaspersky Endpoint Security Server (Security Center & Endpoint Security)
- Formulated PF-Sense firewall with ACLs and branch office VPNs, ISP Failover
- Recovered 80% of critical data post-ransomware attack using Uranium backup
- Migrated Panasonic Hybrid PABX to Elastix VoIP unified communication system with 100+ extensions, 8 PSTN trunks and 2 FXOs
- Program network monitoring application to minimize problem rectification time by 80%
- Fostered strong vendor relationships, for the procurement of quality products and services
- During the tenure, performed migration of client operating system from Windows XP to Windows 7, Windows 10 and Windows 11 Respectively
- Provide desktop support to users, related to Computer Hardware, Network Issues, Operating Systems, Applications, and Microsoft Office 365

Senior I.T. Officer | June 2008 – September 2011

Lakson Investments Limited | Asset Management & Microfinance Bank

- Supervised structured cabling for 50+ nodes during the construction of office premises
- Deployed Oracle Asset Connect Application in coordination with vendor within 15 days deadline
- Routine backup of Asset Connect database and application servers
- Configured, Synchronization, and periodic testing of the DR Site in Lahore

Customer Support Engineer | February 2008 – June 2008

CYBERNET | Internet Service Provider

- Executed multi-channel technical support strategies for 3,000 users, leading to a 30% improvement in first-call resolution rates and streamlining operations for 30 Lakson Group companies
 - Microsoft Windows XP, Windows Vista, Windows 7
 - Outlook Express, Microsoft Outlook
 - Microsoft Exchange, POP3, SMTP
 - Network connectivity issues
- Coordinate with Level 3 teams for the creation, deletion, and modification of user IDs on the Active Directory and Exchange Server

Team Lead Integration | July 2004 – October 2007

Gestetner Private Limited | Technology Sales & Service Provider

- Led computer and servers' hardware assembly department consists of 10 members
- Achieved weekly targets of assembling of 400 Desktops / Servers
- Introduced burn-in test application to rectify the issues in hardware prior to delivery, achieved reduction in complaints by 40%
- Mentored and coached a team of 10 technicians in system assembly protocols, enhancing skill set and achieving a 35% boost in production output and a 15% reduction in rework

Education

- **Bachelor in Commerce**
Government City College
- **Diploma in Information Technology Computer Science**
Hardware & Network Implementation & Troubleshooting
AMTEL Institute of Applied Technologies

Skills

Servers: HP / Dell / IBM Servers, RAID 0, RAID 1, RAID 5, Windows Server 2012, DHCP, DNS, Domain Controller, Group Policies

Storage: Synology NAS, Opensource Storage Systems FreeNAS, TrueNAS

Network: Ubiquiti / Unifi Enterprise Wireless Access Points, Network & Server Monitoring

Security: Fortinet, PF-Sense, Sophos XG Firewall, ISP Load balancing / Failover, Endpoint Security

Helpdesk & Endpoint: Manage Engine Service Desk, Manage Engine Endpoint Central

Disaster Recovery: Uranium Backup

VoIP: Elastix / FreePBX

Collaboration Apps: Google Workplace, Microsoft 365