

BILAWAL KHAN

SYSTEM AND NETWORK ADMINISTRATOR | IT SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

Experienced **System and Network Administrator** with a solid background in **IT support, network engineering, and system troubleshooting**. Over the years, I have honed my skills in configuring and managing networks, resolving technical challenges, and ensuring seamless business operations. My expertise spans diverse industries, from retail to corporate environments, where I have successfully led system upgrades, implemented security protocols, and optimized IT infrastructures. I am proficient in tools and technologies like Microsoft 365, Okta, and Cisco networking, I excel at enhancing user productivity through proactive support and efficient IT solutions. Known for my attention to detail, quick problem-solving abilities, and dedication to improving system reliability, I thrive in roles that demand both technical expertise and user-focused service.

PROFESSIONAL EXPERIENCE

System and Network Administrator

September 2024 - April 2025

Precise Trading LLC, Dubai

- Managed IT systems and networks, ensuring smooth and uninterrupted operations daily.
- Resolved technical issues efficiently, minimizing downtime and enhancing team productivity.
- Implemented secure data backups, safeguarding critical information and reducing data risks.
- Trained employees on IT tools, improving efficiency and system adoption rates.
- Monitored system performance, optimizing operations to meet business requirements effectively.

Technical Engineer

August 2023 - January 2024

Checkout, Shatha Tower, Dubai

- Provided expert support, resolving hardware and software issues within tight deadlines.
- Installed and configured operating systems tailored to meet user-specific business needs.
- Monitored IT inventory, ensuring availability and accountability of essential resources daily.
- Managed user accounts, maintaining security through stringent access and password protocols.
- Used ticketing systems effectively, streamlining processes and achieving faster resolutions overall.

Desktop Support Engineer

April 2022 - July 2023

Abu Dhabi Coop, Mina Center, Abu Dhabi

- Diagnosed hardware and software issues promptly, maintaining uninterrupted team productivity.
- Performed system upgrades and installations, improving performance and workflow efficiency.
- Trained users to utilize IT tools effectively, enhancing operational independence.
- Enforced compliance with security protocols, safeguarding organizational systems and sensitive data.
- Delivered high-quality desktop support, ensuring seamless and efficient system functionality.

IT Support Specialist

GlobalHive, Clifton, Karachi

January 2020 - December 2021

- Delivered IT support, addressing hardware, software, and network issues effectively.
- Installed and maintained operating systems, ensuring consistent and reliable performance always.
- Managed user accounts securely, enforcing access rights and protecting organizational data.
- Provided training for users, enhancing their confidence and IT-related proficiency.
- Implemented long-term solutions for recurring issues, improving overall system reliability consistently.

EDUCATION

Bachelor of Computer Science

August 2019

Iqra University, Karachi, Pakistan
Attested by MOFA, UAE

TECHNICAL SKILLS

- **Active Directory Group Policy:** Expertise in user management and security policies.
- **Okta:** Proficient in identity and access management solutions.
- **Microsoft Windows 10/11 and Mac OS:** Advanced troubleshooting and support.
- **Network Configuration:** Skilled in TCP/IP, DHCP, DNS setup and management.
- **Microsoft 365 Migration:** Experience in deployment and administration.
- **Remote Support Tools:** Proficient in Anydesk and TeamViewer for remote troubleshooting.
- **Switch and Router Configuration:** Efficient in setup and maintenance of network devices.
- **Troubleshooting:** Strong ability to diagnose and resolve hardware/software issues.
- **Asset Management:** Skilled in IT inventory tracking and optimization.
- **POS System Support:** Expertise in installation and troubleshooting of point-of-sale systems.

CORE STRENGTHS

- Strong problem-solving abilities to resolve complex technical issues efficiently.
- Excellent communication and interpersonal skills for effective user support.
- Adaptable to new tools, technologies, and dynamic IT environments.
- Meticulous attention to detail in IT asset management and system optimization.
- Proven ability to work under pressure, ensuring timely task completion.
- Collaborative team player with a focus on delivering exceptional service.

CERTIFICATION

Cisco Certified Network Associate (CCNA) | Valid: 09/2024 - 09/2027

LANGUAGE COMPETENCIES

- **English:** Fluent (Written and Spoken)
- **Urdu:** Native Proficiency
- **Arabic:** Intermediate (Written and Spoken)