

RAHEEL AHMED KHAN

SYSTEM ADMINISTRATOR



INFORMATION

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Abu Dhabi UAE
Visa Status: Visit

EDUCATION

BSc. Computer Science,
Federal Urdu University,
Islamabad, Pakistan
(03/2018 – 11/2021)
CGPA: 3.79/4 (Gold Medal)

KEY SKILLS

- IT Operations:

System Administration,
Network Optimization, IT
Asset Management

- GPS & Logistics

Systems: Samsara, Geotab,
Fleetio, Onfleet,
KeepTruckin

- Softwares & Systems:

Microsoft 365 Suite,
Dynamics 365, Windows
Server, Google Workspace,
VMware, Hyper-V

- CRM/ERP Systems:

Zoho, Dynamics 365, Odoo

- Networking:

TCP/IP, IPv4/IPv6,
Firewalls, Routers,

PROFILE SUMMARY

I am a computer science graduate and IT professional with 2.5 years' experience in the UAE international market. Skilled in systems, technical, administrative, and operations roles. I have worked across various technical and non-technical jobs in which I gained valuable exposure to business-oriented approaches and corporate insights. Adept at problem-solving, compliance monitoring, user training, and ensuring optimal performance across various technical and operational domains. Certified with Cisco CCNA and a strong technical and positive attitude with a keen interest in constant learning.

EXPERIENCE

System Administrator & Administrative Supervisor, Smile Link Dental Laboratory Abu Dhabi, UAE | 04/2023 – 03/2024

- Administered Dental Lab Management Software, achieving 99% uptime and 60% reduction in system errors
- Supervised and trained administrative staff, improving overall efficiency by 25%
- Implemented IT infrastructure upgrades, resulting in a 30% increase in productivity
- Managed Windows 2016 R2 Server and Google Workspace, ensuring data security and seamless collaboration
- Optimized network performance, reducing downtime by 40%
- Developed and implemented IT policies and procedures, enhancing overall system security
- Handled ADHICS compliance audits with HR, and prepared IT Asset Documentation according to ADHICS compliance.
- Streamlined internal communication processes, resulting in a 20% improvement in inter-departmental collaboration
- Implemented a robust backup and disaster recovery plan, ensuring business continuity
- Supervised vendor relationships and negotiated contracts, resulting in 15% cost savings on IT services

Project: Software Quality Optimization - Dental Lab Management Software

IT Technician & Help Desk, Wi-Tribe Islamabad Islamabad, Pakistan | 11/2022 – 04/2023

- Provided Help Desk support for 40+ employees, increasing productivity by 30%
- Managed full IT asset lifecycle, including installation, upgrades, and inventory tracking
- Implemented efficient ticketing system, improving response times by 50%
- Conducted regular maintenance on hardware and software systems, reducing IT-related downtime by 35%



Switches, AV Equipment, CCTV, Cloud Backup, TCP/IP, SMTP, DNS, DHCP, AD

- Programming:

Python, Basic understanding of various programming languages such as HTML, CSS, JavaScript, PHP, C++

- Cybersecurity:

ADHICS Compliance, HIPAA Compliance, Security Auditing, Incidence Response, SIEM, GRC

- Operating Systems:

Windows, Linux, Unix & Web servers such as Apache, Nginx

- CMS: WordPress, Drupal

- E-commerce Platforms:

Shopify, Magento, WooCommerce

- Security: Firewalls, encryption, secure coding standards

- Analytics: Google Analytics, SEO tools, Power BI, Pixel

- Soft Skills:

Problem-solving, Positive Attitude, Communication, Leadership, Critical Thinking, Training, Strategic Communication, Information Management

LANGUAGES:

Fluent in English
Basic in Arabic
Native in Hindi/Urdu

- Developed and maintained IT documentation, improving knowledge transfer and reducing training time for new hires
- Assisted in network troubleshooting and resolved connectivity issues, ensuring 99.9% network uptime
- Implemented and managed antivirus solutions, reducing malware incidents by 80%
- Conducted IT security awareness training for employees, improving overall company security posture
- Assisted in the implementation of BYOD policies, increasing employee flexibility while maintaining security standards
- Managed and optimized cloud-based services, resulting in a 25% reduction in cloud computing costs

Project: Data Center Relocation - Agile Project Management
ensuring all systems were fully operational**



Cybersecurity and CRM Specialist (Intern),

Halool Pvt Ltd. Affiliate NAVTTC Islamabad, Pakistan | 09/2021 – 03/2022

- Generated vulnerability reports for various web platforms
- Performed risk assessments and vulnerability analyses using Linux (Parrot, Kali, Fedora) and Virtual Machines
- Provided L1 SOC service support on Windows Defender and CrowdStrike
- Implemented and managed CRM systems (e.g., Salesforce, HubSpot), improving customer data management efficiency by 40%
- Developed custom reports and dashboards, providing actionable insights to sales and marketing teams
- Conducted CRM training sessions for 50+ employees, increasing system adoption rate by 75%
- Streamlined sales processes through CRM automation, reducing manual data entry by 60%
- Integrated CRM with other business systems (ERP, marketing automation), creating a unified customer view

Project: Forensics Investigation Reports on Authorized Organizations

Certifications:

- CISCO Certified Network Associate (CCNA) - Cisco ID No. CSC014517675
- Google IT Support Certification - Google Coursera
- Certificate in Microsoft Excel - Corporate Finance Institute (Credential ID 11508300)
- Cyber Security Analysis Certificate - NAVTTC
- ISO 27001 - Information Security Certification - Udemy
- Agile Project Management Certification - Coursera

