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|  | **Farrukh Hussain**  House # V/86, Farooqia, P.O Chaklala, Rawalpindi, Pakistan  +92-335-5875425 • [Fari22882@gmail.com](mailto:Fari22882@gmail.com)  <https://pk.linkedin.com/in/farrukhhussain82> | picture  picture |

**IT Infrastructure Engineer**

*Self-confident to achieve a successful career in the information technology field*

A highly competent and solution-driven IT Professional leverages 16+ years of experience’ spanning IT infrastructure, communication and network management, system operations, service management, and disaster recovery at International Airport environment. Highly versatile Network Solutions Architect adroit in deploying infrastructure solutions, executing large IT structure projects, leading cross functional teams, and driving process improvement, while supervising a multiplicity of additional system management accountabilities in large data center environments. Proficient in installing and troubleshooting Network Services (Microsoft Server 2000 / 2003 / 2008, Microsoft Windows XP Professional /2000/ Windows Vista / Windows 7, Active Directory Configuration and Services, DNS/DHCP/IIS 6, 7/ Exchange Server 2007, and SQL Server 2005 Enterprise. Extensive knowledge of back-end Microsoft environments to support configuration, management, and troubleshooting by Windows Server administration tool.

**PROJECTS & ACHIEVEMENTS**

*Successfully upgraded, implemented and tested International Airlines (****Emirates******Airlines, Turkish Airlines, Thai Airways, Qatar Airways, Saudi Arabian Airlines, Etihad Airways, Kuwait Airways, Gulf Air, Air China, Oman Air, Air Arabia and Fly NAS****) IT infrastructure at* ***New Islamabad International Airport***

*Established Network Management department in* ***Vsoft Systems Inc., Cape Town*** *trained 30 employees and Led them successfully*

***Full Member (Computer Society of South Africa, Australia and Britain)***

**AREAS OF EXPERTISE**

***Network Solutions Architect* | *IT Infrastructure Development* | *Active Directory Configuration* | *Network Development* |***Configuration & Implementation* **|** *Project Management* **|** *Strategic Network Design* **|** *Team Leadership* **|** *Help Desk Management* **|** *Training/Mentoring* **|** *Staff Development* **|** *Continuous Integration & Delivery* **|** *Technical Documentation* **|** *Problem Resolution*

**TECHNICAL PROFICIENCIES**

***Microsoft Server 2000 / 2003 / 2008* | *Microsoft Windows XP Professional /2000/ Windows Vista / Windows 7* | *Active Directory Configuration and Services* | *DNS/DHCP/IIS 6, 7/ Exchange Server 2007* | *SQL Server 2005*****|** *Object-Oriented Programming (C/C++)* **|** *Microsoft Visual Basic ®***|** *Data Bases (Microsoft Access, Microsoft SQL Server, Oracle)* **|** *Web Development (HTML, DHTML (CSS), ASP, Macromedia (Dream Weaver, Fireworks, Flash)*

**FAMILIARIZATION**

*CISCO Unified Computing Systems* **|** *VMware* **|** *ESXi* **|** *SAN* **|** *NAS* **|** *Hyper V*

**Professional Experience**

**SITA Global Services MEIA Region & Islamabad International Airport Jan 2013 to Present**

**Associate Specialist/Engineer - Services & IO**

Install and repair organization with new network connections and customer equipment (***Boarding Pass Printers, Baggage Tag Printers, Passport Readers, Boarding Gate Readers (2D, 3D Barcode Scanners) and Document Printers***) in accordance to the IEEE, ITIL, SITA, and France Telecom standards and procedures. Deliver highest quality technical Services to the Air Transport Industry at Islamabad airport in assuring SITA’s competitive strength and business growth. Exercise hands-on approach and effective controls and apply appropriate tools and equipment to perform installation, intervention, and repairs in accordance with Service Operations and Delivery guidelines and instructions. Offer comprehensive and client-focused solutions by facilitating company and customer personnel with desktop operations for hardware and software issue (**Altea, Sabre, MACS, ETerm, Babel, and QConnect**). Supervise airport services systems on configuration processing, component installation, software installation & modification, and present first-rate service operations support to customers in accordance with terms of the customer contract and service level agreements.

* Client Airlines (***Emirates******Airlines, Turkish Airlines, Thai Airways, Qatar Airways, Saudi Arabian Airlines, Etihad Airways, Kuwait Airways, Gulf Air, Air China, Oman Air, Air Arabia, Fly NAS,* *China Southern and Kam Air***)
* Actively liaised with airline hosts, SITA global airport hubs, and local airline representatives and delivered first line troubleshooting service for Airport Services customers to assure smooth flight operations at Islamabad airport.
* Introduced timely escalations to specialized resolver groups inside and outside SITA, according to the customer contracts, SLAs and monitoring requirements and guaranteed shortest restoral times.
* Organized records for all test and inspection equipment and retained SITA core equipment on site to assure system operations at optimum levels and meet customer expectations and contractual responsibilities of SITA.
* Proactively identified problems related to service and infrastructure operations and delivery services, spearheaded diagnostics, and offered service request ownership to resolve customer problems.

**Web 7 Technologies & Vsoft Systems South Africa Dec 2010 to Oct 2012**

**Network Administrator & Web Developer**

Played a key role as a Network administrator and shoulder the responsibility for administering all network operations, such as troubleshooting connectivity problems, installing routers, assigning rights and access, resetting passwords, establishing e-mail addresses, and assessing and reporting operational status. Competently hired, trained, coached, motivated, and monitored staff, including performance reviews and disciplinary actions. Promoted continuous quality improvements to better meet customer expectations and reduce downtime.

* Expertly supervised and retained group of Windows2000 / 2003 high availability servers to perform backup and recovery duties, and assure up time, applications & operating system patches, and maintenance releases.
* Collaborated with international network support teams and vendors to identify and resolve issues and maximize customer satisfaction while offering first class installations, maintenance, and preventative maintenance.
* Determined and troubleshoot operating system, network connectivity, and end-user problems, while supervising external technology projects and presenting technical support and user training to more than 100 company users.

**Shaheen Airport Services Islamabad International Airport Aug 2005 to Nov 2010**

**System Engineer**

Expertly applied hands-on approach, technical expertise, as well as DXX Lines through PTCL to troubleshoot specialized hardware at check-in counter, boarding gates, and load control systems and LAN and partial WAN issues. Installed servers and configured hardware, peripherals, services, directories, and storage in accordance with project requirements.

* Played a key role in the development of technical software solutions that support the objectives of the process and systems transformation team in realizing organization wide business process efficiencies.
* Translated network growth and scaling requirements into a systems requirement definition, while collaborating with network engineers and infrastructure security team.
* Troubleshoot simple to complex technical issues with customers with a positive and knowledgeable approach and referred difficult issues to upper management while maintaining positive rapport with customers.

**Additional Experience**

*As* ***Network Administrator & System Engineer (IMIT)*** for Domain based Network (Microsoft Windows 2000 Family) (Jul 2002 to Jul 2006), ***Chief Liaison Officer*** *for 1st and 2nd All Pakistan Universities Games 2004 & 2005 (HEC Pakistan), and* ***Hardware Assistant*** *for The Mystic Institute of Information Technology.*

**Education & Training**

**Bachelor of Science (IT), AIOU (Allama Iqbal Open University Pakistan)**

**Higher Secondary School Certificate (Pre-Engineering)**, Board of Intermediate and Secondary Education, Islamabad

**TECHNICAL CERTIFICATIONS**

ITIL® v3 Certification, Certification # 5509837.20461516

CompTIA A+ Certification, Certification # COMP001020794442

DataCenter and Virtualization (VCA/VCP-DCV), Corvit Systems Rawalpindi

Cisco Certified Network Associate, Corvit Systems Rawalpindi

Data Base (ORACLE), Computers Planet Institute of Computer Sciences Rawalpindi

Microsoft Certified System Engineer (MCSE), Supertech Institute of Computer Sciences Rawalpindi

**MEMBERSHIPS & ACHIEVEMENTS**

Member – Computer Society of South Africa, May 2011 to Present

SAQA (South African Qualification Authority) NQF 6