

MUDASSAR ALI SHAH

Head of IT / IT Manager | IT & Infrastructure Manager | Azure Cloud & Microsoft 365 Lead | Network Security | Linux & Windows Administration

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Open to Relocation: UAE | KSA | Qatar | Kuwait | Bahrain | Nationality: Pakistani | Notice Period: 1 Month

PROFESSIONAL SUMMARY

Results-driven IT Manager and Linux, Cloud & Network Security Expert with 12+ years of experience designing, deploying, and securing large-scale enterprise IT infrastructures across international operations (US and Pakistan). Proven track record administering Linux (Ubuntu/CentOS/RHEL) and Windows server estates, managing cross-border data centers with 77+ servers, 400+ virtual machines, and 1,000+ secured endpoints while maintaining 99.9% uptime. Deep expertise in Linux systems administration, Microsoft Azure, Fortinet FortiGate, Cisco (CCNP), and zero-trust network security architectures. Holder of 9+ Microsoft certifications - including Azure Solutions Architect Expert (AZ-305) and Cybersecurity Architect Expert (SC-100) - alongside CCNP Enterprise, FCSS, and CEH. Adept at cloud migration, hybrid AD environments, SD-WAN, Linux/Windows server hardening, and endpoint security at scale. Targeting Head of IT, IT Manager, IT & Infrastructure Manager, Network Manager, Cloud Security Manager, Azure Cloud Lead, and Microsoft 365/Office 365 Lead roles across Pakistan and the GCC.

CORE TECHNICAL SKILLS

Linux & Systems Administration	Ubuntu, CentOS, RHEL - user/group management, file permissions (chmod/chown), SSH administration, systemd (systemctl), LVM, XFS/EXT4 filesystem expansion, APT package management, cron scheduling, log analysis (journalctl, /var/log), performance troubleshooting
Cloud Platforms	Microsoft Azure (VMs, Entra ID, Intune, AD, Commvault), AWS (EC2, S3, IPsec Tunnels)
Network Security	Fortinet FortiGate (NSE4, FCSS, EMS on-prem/cloud), Palo Alto, CrowdStrike EDR/XDR, Adaptive Defense 360
Networking	Cisco CCNP (Switches, Routers, ASA Firewall), VLAN, SD-WAN, IPsec VPN, SSL-VPN, Load Balancing, Ruckus/UniFi
Data Center Ops	On-prem DC (IBM, HP, Dell - 50+ servers), Linux & Windows server administration, KVM (Raritan DKX3-464/DSX2-48), hybrid cloud architecture
Virtualization & Backup	VMware ESXi/vCenter, Hyper-V (200+ VMs), Proxmox 9 (Debian-based), PBS, Veeam Backup & Replication, PowerShell
IT Operations	Active Directory (Hybrid), Microsoft 365 (Exchange, Teams, SharePoint), MFA, PRTG, ManageEngine Helpdesk
Voice & Collaboration	FortiVoice, 3CX PBX, Elastic PBX, VoIP call center management, softphone solutions
Security & Compliance	ISO/IEC 27001, ISMS, IT Governance, NG-Firewalls (PFSense, Mikrotik), CCTV (NVR/DVR), ACLs

PROFESSIONAL EXPERIENCE

Manager - Networks & Security | QAM Technologies (Sublime Wireless) | Lahore, Pakistan / US Remote | Apr 2023 - Present

Led end-to-end network security, data center, and Linux/Windows systems operations for a US-based technology company - managing 77+ physical servers, 200+ VMs, and 300+ secured endpoints across US and Pakistan offices with 99.9% uptime SLA.

Linux Systems Administration

- Administered Linux servers (Ubuntu/CentOS/RHEL) underlying the Proxmox VE/PBS virtualization estate - user and group management, file permissions (chmod/chown), and SSH administration for remote/secure access.
- Managed systemd services (systemctl) and performed log analysis (journalctl, /var/log) to monitor service health and troubleshoot production issues.
- Performed Linux storage administration including LVM and XFS/EXT4 filesystem expansion, and used APT package management to keep systems patched and current.
- Configured cron jobs for automated backup and maintenance tasks; supported disaster-recovery routines across Linux hosts.
- Conducted Linux network troubleshooting using ip, ping, netstat/ss, nslookup, dig, and traceroute to diagnose and resolve connectivity issues across US and Pakistan sites.

Infrastructure & Remote Operations

- Managed 77+ US physical servers remotely via Raritan KVM DKX3-464; administered Cisco 40G switches via KVM DSX2-48 console.
- Administered Proxmox 9 / PBS / Hyper-V virtual environments; maintained Active Directory for 2 US domains and 1 Pakistan domain.
- Executed zero-downtime migration of on-premises AD to Azure AD + Exchange Online (Microsoft 365) for 500+ users.

Network Security & Firewall

- Configured 14+ IPSec tunnels and FortiGate firewall policies: SSL-VPN, SD-WAN, IPS, MAC-based Wi-Fi, web filtering, traffic shaping, FortiToken MFA.
- Managed Cisco ASA firewall at White Plains (US); deployed FortiClient EMS EPP for 300 endpoints; administered 69 CrowdStrike Enterprise sensors.
- Responsible for all FortiGate security services: SD-WAN (IPsec + Internet), policy routing, IPS, web filters, traffic shaping, FortiToken management.

Cloud & Backup

- Deployed and managed Azure VMs, Azure AD, Commvault cloud backup, and VNet configurations.
- Full US-Pakistan backup strategy via Veeam Backup & Replication and Proxmox Backup Server across Linux and Windows hosts.

Monitoring, Voice & Vendor Management

- Implemented PRTG Network Monitor for full visibility across US and Pakistan infrastructure.
- Administered FortiVoice for US call center and data center operations (Sublime Wireless).
- Managed Microsoft, FortiGuard, Cloudflare, GoDaddy, ISP contracts, and full IT asset register.
- Led IT support team, CCTV team, and network installation team; maintained ManageEngine IT Helpdesk.

Assistant Manager – IT | Dubizzle Group / OLX Pakistan | Lahore, Pakistan | Feb 2022 – Mar 2023

Managed enterprise-scale IT infrastructure for one of Pakistan's largest online marketplaces (Zameen.com, EMPG Labs, OLX Pakistan) - 100+ physical servers, 400+ VMs, 10+ regional offices, 1,000+ endpoints.

Servers, Virtualization & Linux Support

- Administered 400+ VMs and 100+ physical servers (Dell R730/R740XD/R710, IBM, HP) across Lahore, South, and North region offices.
- Supported Linux-based workloads on VMware ESXi/vCenter alongside Windows Server administration; performed network diagnostics (ip, ss, dig, traceroute) to resolve regional office connectivity issues.
- Managed VMware ESXi/vCenter across all hosts; implemented hourly and daily VM backups via Veeam.
- Deployed and maintained Windows Server 2012/2016/2019; Active Directory, DHCP, WSUS across multiple sites.

Network Security & Firewall

- Managed CrowdStrike EDR/XDR for 1,000+ endpoints across all sites - maintaining full threat visibility.
- Configured Fortinet 200F and WFilter NG firewalls: load balancing, access policies, routing, and traffic monitoring.
- Administered Palo Alto AWS firewall and AWS services (EC2, S3) for cloud-hosted Linux and Windows workloads.
- Managed Windows Radius Server for MAC-based SSID authentication across 10+ offices.

Cloud, Networking & Licensing

- Led infrastructure migration to Azure cloud and AD DS - modernising legacy on-premises environments.
- Configured Cisco Catalyst 2960/3560/4948: VLANs, trunking, access ports, and config backups.
- Managed Ruckus ZoneDirector 1200 for full Wi-Fi fleet across 10+ offices; monitored all devices via PRTG.
- Managed Microsoft 365 licensing, Microsoft volume licenses, and Google Workspace (GSuite) for all regional offices.

Head of IT & Advertising | Ashraf Fabrication & Engineering Industries (Pvt.) Ltd. | Lahore, Pakistan | Mar 2013 – Nov 2021

Built and led the entire IT function from scratch over 8+ years - establishing IT governance, ISMS, ERP operations, and full infrastructure for a manufacturing enterprise.

IT Leadership & Governance

- Designed and implemented a Technology Governance Framework aligned to ISO 27001 - defining IT policies, SLAs, and an Information Security Management System (ISMS).
- Managed a portfolio of technology projects within cost, scope, and schedule - coordinating internal teams and external vendors.
- Controlled IT budget and reported on expenditure; negotiated cost-effective technology procurement contracts.

Infrastructure, Systems & Exchange

- Deployed domain controller environment: Active Directory, DHCP, DNS - ensuring network access and policy compliance.
- Managed Oracle 11g/10g ERP system (front-end and database) across all business units, hosted on Linux and Windows servers.
- Managed Azure cloud infrastructure: VMs, Azure AD, Exchange Online, mail flow rules, Azure Firewall, hybrid AD Sync.
- Successfully executed three Exchange Server migrations (2003→2010, 2010→2013, 2013→2016) with 500+ mailboxes - zero data loss.
- Configured Exchange DAG and CAS roles for high availability; automated AD & Exchange jobs with PowerShell scripts.

Security & Surveillance

- Deployed and managed Sophos, WatchGuard, and Fortinet 80E firewalls; managed Ruckus and UniFi Access Points.
- Administered CrowdStrike EDR/XDR for 1,000+ endpoints; led full CCTV infrastructure management.
- Configured Veeam replication policies for all VMs; managed on-premises Dell, IBM, HP server estate (T110/910/730/710XD).

Network Engineer | Flight Center Tour & Travel | Lahore, Pakistan | Nov 2011 – Jan 2013

- Administered and maintained network hardware, services, and documentation for the organization.

- Resolved server and client-side security issues; diagnosed hardware/software problems and executed disaster recovery operations.
- Installed and troubleshot Windows, Active Directory, Exchange, MS SQL Server, and SharePoint environments.
- Managed cabling (CAT5/6), firewall policies, ISA rules, and routine network startup/shutdown procedures.

PROFESSIONAL CERTIFICATIONS

Microsoft Certifications

Microsoft Certified: Cybersecurity Architect Expert (SC-100)	Cert#: 233122-454C3A	Nov 2022 – Active
Microsoft Certified: Azure Solutions Architect Expert (AZ-305)	Cert#: 755998-MA0945	Oct 2022 – Active
Microsoft Certified: DevOps Engineer Expert (AZ-400)	Cert#: I467-0431	Oct 2022 – Active
Microsoft Certified: Azure Administrator Associate (AZ-104)	Cert#: I449-7108	Oct 2022 – Active
Microsoft Certified: Azure for SAP Workloads Specialty (AZ-120)	Cert#: I493-7921	Nov 2022 – Active
Microsoft 365 Certified: Security Administrator Associate (MS-500)	Cert#: I457-1984	Oct 2022

Legacy Microsoft Certifications (Retired Programs)

Microsoft Certified Systems Engineer - Windows Server 2003 (MCSE)	Cert#: D243-1634	
Microsoft Certified Systems Administrator - Windows Server 2003 (MCSA)		
Microsoft Certified IT Professional - Enterprise Administrator (MCITP)		

Networking & Security Certifications

Fortinet Certified Solution Specialist – Network Security (FCSS)	Cert#: 9072282752MA	Aug 2025 – Active
Fortinet Certified Professional (FCP / NSE 4)	Cert#: qHQ3YvFFSs	Jun 2023
Cisco Certified Network Professional Enterprise (CCNP)	Cert#: CSCO14107257	Jul 2024 – Active
Cisco Certified Network Associate (CCNA)	Cert#: CSCO14107257	Mar 2022 – Active thru Jul 2027
Certified Ethical Hacker – EC-Council (CEH)	Cert#: ECC4159027863	Mar 2022
ISO/IEC 27001 Information Security Associate – Skill-Front	Cert#: 09557060321968	
HUAWEI Certified ICT Associate – Security (HCIA)	Cert#: 010100301623808827211586863	Mar 2025
HUAWEI Certified ICT Associate – Cloud Computing	Cert#: 010100802623808827171573886	Mar 2025

EDUCATION

Master of Information Technology (MIT), Virtual University of Pakistan, Lahore (2011 – 2013)
 Bachelor of Science, University of the Punjab, Lahore (2008 – 2010)

LANGUAGES

English (Professional Proficiency) | Urdu (Native) | Punjabi (Native)