

# QASIM ALI

Network & System Support Engineer | IT Infrastructure | Cybersecurity

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## Professional Summary

Results-driven IT Infrastructure and Cybersecurity Engineer with over 10 years of experience supporting government and private sector organizations across the GCC. Proven ability to design, implement, and maintain secure enterprise networks, support critical systems, and deliver end-user IT services within SLA. Equipped with attested academic credentials and globally recognized certifications from Cisco, Huawei, Fortinet, and Google. Well-versed in ITIL processes, cybersecurity frameworks, and multilingual support.

## Qualification Standards Knowledge & Experience

**Operating Systems:** Familiarity with Windows, MacOS, Linux and other operating Systems, including their Installation, configuration, and Troubleshooting.

**Networking Tools:** Proficiency with Networking equipment such as routers, switches, & firewalls along with tools like SolarWinds etc. for network monitoring & troubleshooting

**Remote Support Tools:** Tools like TeamViewer, Webex, Any Desk, and Microsoft Remote Desktop to provide remote technical support.

**Diagnostic Tools:** Utilization of Diagnostic software like HWMonitors, CPU-Z and Memtest86 to analyze system Performance and diagnose hardware issues.

**Security Software:** Knowledge of antivirus program firewalls, encryption tools and other cybersecurity measures to protect the network and systems.

**System Management Utilities:** Use of Configuration management tools like Microsoft Intune, SCCM (System Center Configuration Manager) Manage Engine, NinjaOne for IT Management and Automating IT infrastructure.

## Education

Master of Computer Science (MCS)

University of Central Punjab (UCP), Lahore, Pakistan

## Certifications

Cisco: CCNA, CCNP (R&S), CCNA Security

Fortinet: NSE-1 & NSE-2 – Network Security Associate

Huawei: HCIA & HCIP – Routing & Switching  
Cybersecurity & Ethical Hacking – Cisco Networking Academy  
Google AI Essentials Specialization (5-course track)  
Prompt Engineering for ChatGPT – Vanderbilt University (Coursera)  
HRSD Skills Certification – Electronic Equipment Mechanic (Saudi Arabia, Valid till 2030)

## Professional Experience

- **Techtics.Ai Software House Lahore Pakistan**

**IT ENGINEER (Dec 2023 – March 2025)**

- - Designing and implementing IT systems, networks, to meet business needs.
- - Installing, configuring, and upgrading hardware and software components.
- - Collaborate with cross-functional teams to integrate AI solutions into existing systems-
- Monitoring system performance and security, identifying potential issues and taking preventative measures.
- - AI research initiatives to explore innovative technologies and methodologies.

- **CAST GRC, Abha, Saudi Arabia**

**Network & System Support Engineer (Sep 2022 – Nov 2023)**

- - Implemented over 50 CCTV and access control systems across client sites
- - Resolved hardware/software issues within SLA, reducing downtime by 25%
- - Provided technical support for LAN/WAN, printers, servers, & endpoint devices
- - Coordinated with external vendors for maintenance and network expansions

- **Amana Assir Municipality Head Office, Abha, Saudi Arabia**

**Network Engineer (Dec 2015 – Oct 2021)**

- - Supported IT operations for 1000+ municipal staff across departments
- - Administered firewalls, DHCP, DNS, Active Directory, & network segmentation
- - Enforced cybersecurity policies, achieving a 98% malware threat reduction
- - Led structured cabling, IP telephony setup, and Wi-Fi coverage upgrades

- **Jahangir Group of Publications, Lahore, Pakistan**

**Assistant Network Administrator (March 2012 – Dec 2015)**

- - Upgraded server infrastructure to achieve 40% faster performance

- - Trained end-users in Office 365, antivirus, and file server usage
- - Supported LAN/Wi-Fi networks and implemented basic firewall rules
- **Dewan Salman Fiber Ltd, Pakistan**

### **IT Technician (2005 – 2008)**

- - Installed and maintained over 100 PCs, printers, and LAN switches
- - Delivered daily helpdesk support and backup operations for IT systems

### **Technical Skills**

Networking: LAN/WAN, VLANs, OSPF, EIGRP, VPN, MPLS

Security: Firewalls (Cisco ASA, Fortinet), ACLs, Threat Detection, NAT, Endpoint Security

Systems: Windows Server, Linux (Ubuntu/CentOS), VMware

Tools: Cisco Packet Tracer, GNS3, Nmap, SolarWinds, Wireshark

CCTV: IP/Analog Cameras, DVR/NVR, Remote Access Setup

Support: ITIL-based Ticketing, Remote Assistance, SLA Documentation

### **Projects & Industry Exposure**

- Ministry of Commerce, Abha, Saudi Arabia
- Ministry of Health – Hospital Projects, Abha, Saudi Arabia
- Ministry of Municipal & Rural Affairs (MOMRA), Abha, Saudi Arabia
- Jahangir Group Publication Company, Lahore, Pakistan
- Techtics.Ai Software House Lahore Pakistan
- Dewan Groups of Companies, Pakistan

### **Languages**

English | Arabic | Urdu | Punjabi

### **Availability**

Transferable Iqama | Ready to Join Immediately | Open to Relocation within GCC

### **Interests**

Cybersecurity | AI in IT Operations | Network Automation | Continuous Learning