

Rafay Ahmed

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Professional Summary

Dedicated and detail-oriented IT Support Specialist with nearly 2 years of hands-on experience providing technical support, network administration, and IT infrastructure maintenance across multi-branch office environments. Experienced in Windows Server, VMware, Cisco Networking, Sophos Firewall, TCP/IP, DNS, DHCP, LAN/WAN, Synology NAS, VoIP systems, and desktop support. Currently pursuing a BS in Computer Science at Iqra University.

Technical Skills

- Operating Systems: Windows 10/11, Windows Server, Linux (Basic)
- Networking: TCP/IP, DNS, DHCP, IPv4, LAN/WAN, Routing, Switching, VLAN, Cisco Networking, Network Troubleshooting
- Infrastructure: VMware, Sophos Firewall, Synology NAS, Windows Server, Issabel PBX, EyeBeam, VoIP
- IT Support: Desktop Support, Help Desk, Hardware & Software Troubleshooting, Printer Configuration, Remote Support
- Programming: HTML, CSS, JavaScript, Node.js, SQL, C, C++, Java
- Tools: Microsoft Office, Git, GitHub

Professional Experience

IT Support & Network Engineer — Mansoor Brother Enterprises (MBE Canada)

September 2024 – Present | Karachi, Pakistan

- Provide technical support across multiple office branches.
- Troubleshoot hardware, software, operating systems, and networking issues.
- Configure and troubleshoot LAN/WAN, TCP/IP, DNS, DHCP, routers, switches, and IP addressing.
- Support Windows Server environments and VMware virtualization.
- Configure and maintain Sophos Firewall.
- Support Issabel PBX, EyeBeam, and VoIP systems.
- Manage Synology NAS devices.

- Install and maintain desktops, laptops, printers, scanners, and peripherals.
- Coordinate with ISPs to resolve connectivity issues.
- Document incidents and improve IT infrastructure reliability.

Freelance Web Developer & Graphic Designer — Solar Storm Engineering

June 2023 – September 2024 | Karachi, Pakistan

- Designed and maintained responsive business websites.
- Created marketing graphics and digital content.
- Improved website performance and user experience.
- Reduced website load time by ~30% and supported campaigns increasing inquiries.

Education

BS Computer Science — Iqra University (2023–present)

Intermediate — Government College for Men

Matriculation — The Educators

Professional Certifications

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solutions Associate (MCSA)
- CompTIA Security+ (SY0-701) Cert Prep (2024)
- CompTIA Tech+ (FC0-U71) Cert Prep
- CompTIA A+ Core 1 (220-1101) Cert Prep
- Networking Foundations: Local Area Networks (LANs)
- Cybersecurity Foundations 3.0
- Threat Landscape 3.0
- Computer Components and Peripherals for IT Technicians
- Windows 11 for IT Support: Troubleshooting
- Troubleshooting PC Issues for Users
- Microsoft Outlook Desktop
- Microsoft Outlook Administration (Microsoft 365)
- Problem-Solving Techniques