

# MARYAM FAKHAR

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Self-directed IT specialist with 6 years of continuous experience in Management, Systems and Network Administration. Combines with strong troubleshooting, technical ability with proven expertise in leadership and skills to consistently deliver beneficial solutions. Valuable team player strong strategic planning capabilities, strive for excellence in all assignments assigned. Highly articulate demonstrating excellent interpersonal skills across all levels including peers, management, clients and end-users

## PROFFESIONAL EXPERIENCE

**OCTOBER 2021 – TILL DATE**

**FREELANCE IT SPECIALIST, WOWZLER REAL ESTATE BROKAGE UAE**

Providing freelance IT services i.e. Website optimization, SEO optimization, helpdesk support from past 6 months, first from Pakistan and now from UAE November 2021 onward

**JUNE 2016 – NOVEMBER 2021**

**ASSISTANT MANAGER, HABIB BANK LIMITED (HBL)**

- Habib bank Limited tier-3 Data Center management to set standards i.e. proper neat and clean environment, logical & physical security, proper cable harnessing / labeling, maintained update logs and healthy infrastructure etc
- Infrastructure management of onsite and offsite ATMs
- Installation and configuration of network devices
- ATM monitoring to ensure maximum up time as per requirements of the regulator
- IP telephone, installation, configuration, and operational support.
- Active Monitoring of backup links
- Cisco port security implementation & management at branches and campus switches
- Pan Pakistan reporting of network up time on daily basis
- Management of Active Directory Users
- Management of SCCM server module.
- Deployment of SCCM (System Center Configuration Manger) in north branches at Client End.
- Anti-virus installation/upgrade
- SD-WAN controller monitoring to maintain maximum up time of network connectivity.
- ZTP of new routers for configuration purposes
- SD-WAN monitoring and troubleshooting as per shared standard operating procedures
- SD-LAN and WAN optimization technologies for efficient delivery of the application data across LAN and WAN
- Work closely with team to deliver assigned network policies
- Integrate SD-WAN and demonstrate its effectiveness
- Day-to-day observance of the operational impact of the SD-WAN network performance
- Migration of branches connectivity form MPLS DSL to optic fiber

- Shifting of problematic VSAT branches on to cable medium
- BW up-gradation of high-volume branches and Regional Headquarters
- LAN & WAN drawings for newly opened sites
- Inspection of IT infrastructure of newly opened sites and enforce vendors to meet the agreed standards
- Manage day to day operations of IT systems & network, 627 branches & 618 ATMs 24x7
- Local area management of HBL tower having 500 nodes
- Supervise and enforce SLA (service level agreements) with service providers
- Establishment and up-gradation of branch IT infrastructure
- Ensure maximum up time and monitor network performance
- Configuration of cisco/juniper routers and switches for new branches
- Ensure periodic checks on network links for error-free communication, monitor performance and ensure system availability & reliability with help of Solar Winds
- To design implement and maintain Bank Network Infrastructure. including communication links (I-direct VSAT satellite links, point to multipoint ADSL layer 3 VPN's, IPSEC VPN's, fiber links.
- Supervision of IT/IS & ATM operations team
- Manage ATM network monitoring team 24/7 basis
- SLA with vendors for warranty claim and fixation of related issues
- IT helpdesk management, managed helpdesk for logging and resolution of end user IT related issues
- Ensure resolution of end user devices within agreed TATs
- Preparation of user operational manuals for the guidance of team
- Schedule project and enforce team to meet the timelines

## **PROJECTS**

- Network Port Security implementation in all branches and campus
- Network Monitoring tool nodes update
- IP telephones configuration & installation in all branches and offices
- Migration of branches connectivity from copper to fiber ISB/RWP
- Infrastructure project rollout in 769 branches
- Managed switches deployment across all branches
- Infrastructure revamping in branches to overcome network related repeated issues
- Migration of branches connectivity from MPLS DSL to optic fiber
- Complete revamping of LAN infrastructure at ISB-Campus including installation of POE switches
- Shifting of problematic VSAT branches on to cable medium
- BW up-gradation of high-volume branches and Regional Headquarters

## **SKILLS**

- IT Project Management
- Network operations management
- Infrastructure development
- Vendor & Stakeholders management
- Project rollouts
- Proficient in written and spoken English

## EDUCATION

### MASTER IN INFORMATION TECHNOLOGY, 2015

QUAID E AZAM UNIVERSITY ISLAMABAD

### BACHELOR OF COMPUTER SCIENCES, 2013

F.G. POSTGRADUATE COLLEGE FOR WOMEN RAWALPINDI

## PROFFESIONAL SKILLS

- DXX, CDMA, WIMAX, ISDN, Radio Links, Fiber Optics. MPLS, IP telephony
- Satellite (I-Direct), VPN, Access List, DSL, Dialup, Routing and switching, VLANs
- Networking, TCP/IP, RIP, IGRP, EIGRP, OSPF
- Web Development, Adobe Photoshop, Dreamweaver
- Mathematical method swan
- Cisco Routers 3700, 3845 & 7206
- Cisco Switches Catalyst 2950, 2960, 3560, 6509
- Juniper Firewalls SSG-20, SSG-140, SRX-210, SRX-220, SRX-320

## CERTIFICATIONS AND TRAININGS

- ITIL (Certified)
- JNCIA Cloud (Certified)
- CCNA
- MPLS
- Project Management
- Solar winds
- Routing and Switch
- Advance MS Excel
- Huawei HCNA training

## PERSONAL DETAILS

- Date of birth 27-08-1993
- Nationality Pakistani
- Visa Status Visit Visa
- Religion Islam