JAFAR SADIQ

NETWORK ENGINEER | IT SUPPORT

Phone: +971 056 305 7486 | Email: itsjafar595@gmail.com

PROFESSIONAL SUMMARY

Network Engineer and IT Support professional with hands-on experience supporting business networks, end-user systems, Microsoft 365, firewalls, VPNs, wireless access points, servers and virtual machines. Experienced in troubleshooting LAN/WAN and connectivity issues, managing user accounts, monitoring backups, coordinating with ISPs and hardware vendors, and maintaining technical documentation. Focused on reliable service delivery, practical troubleshooting and timely ticket resolution.

TECHNICAL SKILLS

Networking: TCP/IP, LAN/WAN, VLAN configuration, routing and switching fundamentals, subnetting, DHCP, DNS, Wi-Fi troubleshooting, ISP coordination

Firewalls & VPN: Sophos Firewall administration, firewall rules and IP whitelisting, SSL VPN troubleshooting, VPN connectivity and MTU troubleshooting

Wireless & Switching: Ubiquiti UniFi access points, TP-Link Omada EAP225, Omada Controller, TP-Link PoE switches, access point setup, firmware checks and RMA coordination

Microsoft & Identity: Microsoft 365 Admin Center, Exchange Online basics, Teams, Outlook, OneDrive, Active Directory, user and group permissions, Microsoft Entra ID fundamentals

Systems & Virtualisation: Windows 10/11, Windows Server, Ubuntu Linux, VMware virtual machines, Hyper-V, VM checkpoints/snapshots, server health checks and RDP support

Backup & Security: MSSQL and PostgreSQL backup verification, disaster recovery checkpoints, Bitdefender GravityZone, endpoint troubleshooting and backup housekeeping

IT Operations: Level 1/Level 2 support, ticket management, asset inventory, SOPs, ISO audit documentation, hardware/software troubleshooting, printer support, vendor and RMA follow-up

Tools & Applications: Jira, Hubstaff, WinSCP, SSMS, Redis Insight, Visual Studio Code, Microsoft Office

PROFESSIONAL EXPERIENCE

Network Engineer
Carvalho Business Solutions | December 2025 – Present.

- Manage day-to-day network operations and troubleshoot LAN/WAN, Wi-Fi, switching, firewall and VPN connectivity issues.
- Configure and support Sophos Firewall policies, IP whitelisting and remote-access VPN connectivity.
- Maintain wireless infrastructure using Ubiquiti UniFi and TP-Link Omada access points and controllers.
- Support Microsoft 365, Active Directory, Windows endpoints and server connectivity; investigate user access and application issues.
- Coordinate with internet service providers and hardware vendors to resolve outages, equipment faults and RMA cases.
- Maintain network documentation, asset records and support tickets, with attention to service timelines.

IT Support Engineer – AMC Support for Onstro (formerly Teknorix Technologies Pvt. Ltd.)
Carvalho Business Solutions | December 2025 – Present.

- Provided on-site Level 1 and Level 2 support for Windows and Ubuntu systems, applications, printers and user devices.
- Managed Microsoft 365 accounts and supported Outlook, Teams and OneDrive issues; administered Active Directory users and permissions.
- Monitored server health, virtual machines, snapshots/checkpoints and disaster recovery activities.
- Verified MSSQL and PostgreSQL backups and removed backup files older than the agreed retention period.
- Prepared SOPs and audit documentation, maintained IT asset inventory, and updated helpdesk tickets.
- Supported network and VPN troubleshooting and coordinated with ISPs and hardware vendors for issue resolution.

Main Cashier & Sales Associate
FirstCry | October 2023 – October 2024

- Handled billing, customer service, inventory-related tasks and daily reports while maintaining accurate transactions and customer service standards.

EDUCATION & CERTIFICATION

Bachelor of Computer Applications (BCA) — Davanagere University | August 2025

CCNA Course — NetCast Institute, Bengalore.

ADDITIONAL INFORMATION

Languages: English, Hindi, Kannada, Urdu