Muhammad Faisal Zaman

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Career Objective: Promote optimal performance, reliability, and security across core business systems. Results-driven professional offering a progressive, 10-year career in information technology.

Key Skills: Windows & Linux Sys Admin | Testing & Troubleshooting | Web Hosting | Cloud CDN | Work flows | Network Security | PEN Testing | WAF | Threat Monitoring and Detection | Incident Response | Vulnerability Assessment | Security Policy Development | Security Tools and Technologies | Security Frameworks and Standards | Firewall | PABX | Active Directory | CPanel | Nginx |

Professional Experience

BAT **Cyber security Analyst**
- Cyber security infrastructure design, planning and development.
- Implemented OT Cybersecurity project.
- Conducted real-time monitoring of network traffic, system logs, and security alerts to detect potential threats and vulnerabilities.
- Led incident response efforts, investigated security incidents, and implemented remediation actions to contain and mitigate threats.
- Performed regular vulnerability assessments and penetration testing to identify and address weaknesses in systems and applications.
- Developed and enforced security policies, standards, and procedures to ensure compliance with regulatory requirements and best practices.
- Provided security training and awareness programs to educate employees and reduce the risk of insider threats.
- Managed and configured firewall rules and intrusion detection/prevention systems to protect against unauthorized access and attacks.
- Prepared and delivered security reports to management, highlighting the current security posture, incidents, and recommendations for improvement.
- Stayed updated with the latest cybersecurity threats and trends, adapting security strategies accordingly.
- Experienced in defining / implementing security controls across multiple layers of IT stack.

Server 4 Sale **Technical Support (International Client)**
Managing Windows/Linux administrator, Cybersecurity Analyst, Cloud CDN, Firewalls, Web-hosting, Proxy server, IT Support for local/international clients, managing help-desk calls, troubleshooting, Data management and recovery.

Broadcast Media Zone (Dubai, UAE) **Manager IT & Pre-Sales Support** (Apr 2020 to Sep 2021)
Provided technical support to end-users and customers, leveraging broad-based expertise to handle problem identification, diagnosis, resolution, and escalation via helpdesk system, telephone, and remote support tools. Performed security administration functions for user, data, and remote access.

Global Exports (Pakistan) **Manager IT**(Sept 2018 to Feb 2019)
Serve as a vital resource for Help Desk staff, overseeing daily support operations and providing assistance on complex trouble tickets. Cultivate and maintain relationships with IT vendors.

Samaa FM (Pakistan) **Station Engineer** (Aug 2012 to July 2018)

Promoted to a leadership role accountable for maintaining key business applications and systems. Partner with senior leadership to guide short- and long-range technology planning. Plan, coordinate, and execute hardware and software upgrades. Transformed IT into a strategic business partner. Manage and deliver multiple large scale projects on time and within budget. Responsible for budgeting, design and support of all technologies.

Radioactive 96 FM **System Administrator** (May 2005 to June 2011)

Profile:
Technology Transformation: Spearheaded multiple technology transformation projects, leveraging cutting-edge tools and methodologies to enhance operational efficiency and drive innovation.
Strategic Planning: Developed comprehensive IT strategies aligned with long-term business objectives, delivering sustainable competitive advantages and future-proofing organizations.
Collaborated closely with executive leadership and key stakeholders to align technology initiatives with overall business objectives, ensuring buy-in and support at all levels.
Demonstrated adept financial acumen, optimizing IT budgets and resource allocation to achieve optimal ROI on technology investments.
Led high-performing teams, fostering a culture of excellence, open communication, and professional growth, resulting in enhanced employee engagement and team productivity.
Monitored organization's networks for security breaches and investigated violations.
Prepared reports which documented security breaches and extent of damage caused by breaches.
Conducted penetration testing and located vulnerabilities in systems before they could be exploited.
Managed WAF panel for leading banks.
Implemented robust security measures, safeguarding sensitive data and mitigating potential threats, ensuring compliance with industry standards and regulations.
Assist in evaluating and developing the security controls for IT solutions of all types (mobile, web, client-server, etc).
Project Manager for nationwide launch: complete technical installation, configuration & execution for 6 stations and online streaming.
Procurement, Installation and management of technical asset worth Rs 8 Million
Cost effective implementation of annual maintenance within Rs 1.5 million
Lead team to sustain network by saving Rs.0.5 million from 2015 to 2017 by acquiring and outsourcing cost effective rental services for different sites
Design and implementation of IT policies for Samaa FM network.
Installation and implementation for multi city PABX (elastix) & configuring, implementing and managing Firewall (Fortinet, Juniper & PfSense).

Academic Qualifications:
MIT – Virtual University of Pakistan (2017)
BCom – University of Karachi (2011)