



Muhammad Imran

I'm an IT Manager Specialist with 6+ years of experience. Proficient in network management, Windows Server, and troubleshooting. Skilled in maintaining firewalls, routers, and providing desktop support. Dedicated to ensuring seamless IT operations and user satisfaction. Also with 6+ years of experience in IT Support, Web Development, and Digital Marketing, I've built and managed 15+ educational and hospital websites. My expertise lies in optimizing customer experiences and employing digital marketing strategies to boost conversion rates, ensuring success in the digital branding.

✉ imranprovu@gmail.com

☎ 03247761919

📍 Daska, Pakistan

🌐 [linkedin.com/in/imran-it-officer/](https://www.linkedin.com/in/imran-it-officer/)

FUNCTIONAL EXPERTISE

- Network Troubleshooting
- Network Troubleshooting
- Software Troubleshooting
- Active Directory
- Group Policies
- Email Systems
- Security Measures
- Backup and Recovery
- Remote Desktop Services
- Mobile Device Management
- Printer and Peripheral Support
- Digital Marketing
- Web Development

FUNCTIONAL EXPERTISE DEMONSTRATED

IT Manager & Digital Marketer

Sialkot Medical College & Allied Hospitals (Imran Idrees Teaching Hospital)

06/2018 - Present, Sialkot, Pakistan *Largest Medical College & Allied Hospitals ~ 350 employees, ~ UHS, PMDC Punjab Govt.*

Achievements/Tasks

- Successfully diagnosed and resolved hardware issues in a timely manner, ensuring minimal disruption to daily operations.
- Effectively identifies and resolve software problems, including system errors and application glitches, to maintain smooth software functionality at Sialkot Medical College & Imran Idrees Teaching Hospital.
- Proficiently manages Windows, macOS, and Linux operating systems, ensuring consistent performance across diverse platforms, Windows 7,10,11 OS Installation , Upgrade & Repair OS.
- Identifies and resolving network connectivity issues, including the configuration and maintenance of network devices.
- Expertly manage user accounts, groups, and permissions within the Windows Active Directory environment, ensuring data security and access control
- Implement and maintained Group Policies to enforce security standards and compliance requirements throughout the organization.
- Efficiently administers email systems, including Microsoft Exchange, guaranteeing reliable email communication for staff and faculty.
- Implements and maintains security measures, including firewalls and antivirus software, safeguarding critical data and infrastructure
- Manages data backup and recovery solutions, ensuring data integrity and rapid data retrieval in case of unexpected incidents.
- Proficiently utilizes virtualization technologies like VMware to optimize server resources and enhance system scalability
- Configures and supportes remote access solutions, facilitating remote work capabilities for staff and addressing remote desktop issues promptly.
- Effectively manages and secures mobile devices, ensuring data protection and compliance with security policies
- Setup and maintained printers, scanners, and other peripherals, ensuring seamless access for end-users
- Familiarity with cloud computing platforms, facilitating the integration of cloud services into the organization's IT infrastructure

- Familiarity with cloud computing platforms, facilitating the integration of cloud services into the organization's IT infrastructure
- Manages hospital and college social media profiles, increasing followership, engagement, and brand awareness within the healthcare and educational sectors
- Developed Enhanced website performance through SEO, optimizing content, meta tags, and improving user experience to attract organic traffic.
- Developed Enhanced website performance through SEO, optimizing content, meta tags, and improving user experience to attract organic traffic.



EDUCATION

BS-IT (Hons), Major in Computer Science University of Gujrat

06/2014 - 06/2018,

ICS (Computer Science)

Govt. Degree College, Daska

04/2012 - 04/2014,

Matriculation (Science Group)

Quaid-e-Azam Public School, Sialkot

04/2000 - 05/2012,



COURSES & CERTIFICATES

Digital Marketing course (02/2018 - 05/2018)

Completed "Digital Marketing course" offered by Digiskills Govt of Pakistan

Wordpress course (02/2019 - 05/2019)

Completed "Wordpress course" offered by Digiskills Govt of Pakistan



LANGUAGES

English
Full Professional Proficiency

Urdu
Full Professional Proficiency

Punjabi
Native or Bilingual Proficiency