

# OSAMA SIDDIQUI

## Infrastructure Engineer

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UAE Driving License · Own Visa

### EDUCATION

**Pearson BTEC Higher National Diploma in Computing (Level 4 & 5)**, The Woolwich Institute

*Expected 2027 | Dubai*

### PROFESSIONAL EXPERIENCE

**Lead Infrastructure Engineer**, Digital Auxilius (incl. Revival Research & Minerva Research)

*Jun 2024 – Present | Remote (USA)*

- Built the IT infrastructure for a 500+ endpoint organisation across US and Pakistan offices from scratch.
- Deployed FortiGate SD-WAN, Cisco L3 switching, Cisco WLC wireless, and 802.1X NAC via NPS.
- Took the organisation through ISO 27001 and ISO 20000 certification at the same time, covering policy authoring, risk assessment, and external audit.
- Rolled out Hyper-V virtualisation, ITSM tools (Snipe-IT, GLPI, osTicket) that replaced 10+ manual workflows, and remote access for 50+ staff via Cloudflare Tunnels and IPsec/SSL VPN.
- Acted as L3 escalation for complex infrastructure, network, and security incidents across all sites.

**Senior Systems Engineer**, IP Technics LLC [Contract, concurrent]

*Oct 2025 – Mar 2026 | Dubai*

- Designed and ran production infrastructure for 5+ enterprise clients on Proxmox, VMware, and Windows Server / Linux.
- Deployed Cisco Catalyst 9200/9300 L3 switching with VLAN segmentation and inter-VLAN routing.
- Managed firewalls from FortiGate, Sophos XG, and OPNsense across customer sites, plus Zimbra mail and IP PBX systems (FreeSWITCH, Asterisk).
- Owned each engagement from scoping and design through deployment, monitoring, and post-deployment support.
- Served as L3 escalation for client incidents requiring deep infrastructure and security troubleshooting.

**Systems Engineer**, Avanza Innovations

*Sep 2022 – Jun 2024 | Karachi*

- Rolled out Kaspersky EDR across 100+ enterprise endpoints, giving clients endpoint detection and response for the first time.
- Configured and maintained FortiGate, Cisco, and Palo Alto VPN infrastructure for banking and government clients under strict regulatory compliance.
- Ran Azure-hosted and on-premises Hyper-V environments behind eKYC identity verification platforms.
- Produced documentation and audit trails to match client security policy.
- Handled L3 escalations for complex network, security, and virtualisation incidents from L1/L2 teams.

**IT Support Team Lead**, Sahara Home Care

*Jan 2021 – Sep 2022 | Karachi*

- Led IT support for 500+ users as the primary escalation point for hardware, software, network, and account incidents.
- Redesigned helpdesk ticket workflows and triaging, which cut average resolution time by 40% with no extra headcount.
- Ran day-to-day IT operations including endpoint provisioning, user account administration, and vendor coordination.

### TECHNICAL SKILLS

**Networking:** Cisco Catalyst & Nexus (9200/9300), L2/L3 switching, VLANs, ACL, SD-WAN, MikroTik, BGP/OSPF

**Security:** FortiGate, Sophos XG, OPNsense, Palo Alto VPN, Mimecast, IDS/IPS, DLP, NAC, IPsec/SSL VPN, FortiSASE, Kaspersky EDR

**Wireless:** Cisco APs & WLC, Aruba, Huawei, UniFi, TP-Link Omada, 802.1X / NPS

**Virtualization:** Proxmox, VMware ESXi, Hyper-V, Windows Server, Linux (Ubuntu / CentOS / RHEL)

**Cloud & Identity:** Microsoft 365, Azure AD, AWS, Cloudflare Tunnels, Active Directory, GPO

**Monitoring:** FortiManager, FortiAnalyzer, Zabbix, Wazuh, ManageEngine Site24x7 & AD Audit

**Telephony:** FreeSWITCH, Asterisk, Cisco, Avaya, IP PBX

**ITSM & Asset Mgmt:** osTicket, GLPI, Snipe-IT

**Compliance:** ISO 27001, ISO 20000, policy development, risk assessment, audit preparation

### PROJECTS

**Gaming Arena Network Design & Deployment**, O2 Esports · Arcadium · Penguin Esports

*Sep 2024 – Jul 2025 | Pakistan*

- Designed and deployed low-latency, multi-ISP network infrastructure across three competitive gaming venues with sub-5ms intra-LAN latency and resilient WAN failover.
- Implemented Cisco/MikroTik routing, L2/L3 switching, VLAN segmentation, UniFi wireless, and QoS policies for real-time gaming traffic across 200+ concurrent stations.
- No recorded downtime during tournament sessions.

### CERTIFICATIONS

Cisco Certified Network Associate (CCNA), valid through Dec 2028 · Fortinet Certified Associate (Cybersecurity) · FortiGate Operator · ISO/IEC 27001 Associate · Endpoint Security (Cisco) · Automate AI Solutions (Cisco) · Cyber Threat Intelligence 101 (arcX)