

IMAD IQBAL KHAN

IT Engineer | Cybersecurity & IT Infrastructure Specialist

📍 Mangalore, Karnataka | Currently in Dubai (Visit Visa)

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🔗 [LinkedIn](#) | [Portfolio](#)



PROFESSIONAL SUMMARY

IT Engineer with 2 years of experience in IT infrastructure, cybersecurity, and technical support. Proficient in configuring Windows Servers, managing Microsoft 365, deploying VPNs, and firewall security. Certified in Google IT Support and Microsoft Secure Networking. Adept in Darktrace AI-based threat detection, asset management, and project implementation. Strong problem-solving skills with a 99% issue resolution rate and hands-on experience supporting multi-regional offices across the Middle East.

Core Expertise: Cyber Security Analyst | IT Infrastructure | Cybersecurity | Firewall & VPN Configuration | Cloud Computing | Server Administration

PROFESSIONAL EXPERIENCE

IT Engineer

Compass Logistics International , Bangalore | January 2024 – July 2025

- Managed Windows Server environments and Microsoft 365 services (Exchange Online, SharePoint, OneDrive, Teams).
- Configured ASA firewalls, Kaspersky endpoint protection, and deployed Darktrace AI for advanced threat detection.
- Designed and implemented Site-to-Site VPNs for secure connectivity between global branches (Dubai, KSA, Oman, Kuwait).
- Delivered remote IT support and troubleshooting to teams across India, UAE, KSA, UK, and USA.
- Led IT projects including firewall deployment, biometric system rollout, and Avaya IP telephony.
- Achieved a 99% resolution rate for IT support tickets via Freshdesk.

Free-Lance Web Developer

Remote August 2023 – December 2023

- Developed responsive websites using HTML, CSS, and JavaScript.
- Configured hosting environments, managed SSL certificates, and ensured site security.
- Provided ongoing maintenance and support for local business clients

Intern IT Engineer

Compass Logistics Pvt Ltd, Bangalore | August 2022 – September 2022

- Assisted in network security configuration, firewall setup, and IT troubleshooting.
- Gained hands-on experience in cybersecurity monitoring tools and IT support ticketing systems.

TECHNICAL SKILLS

- **OS & Infrastructure:** Windows Server, Microsoft Exchange, Microsoft 365, OneDrive, SharePoint
- **Cybersecurity Tools:** VPN, Firewalls (ASA, FortiGate), Kaspersky Endpoint, Darktrace AI
- **IT Asset Management:** Procurement, Inventory Tracking, Lifecycle Control
- **Cloud & Backup:** Azure, AWS, Cloud Data Migration, Disaster Recovery
- **Hardware:** PC & Laptop Assembly, Server Installation, Printers, Scanners, CCTV, Biometric Devices
- **Tools:** Wireshark, Freshdesk, Avaya Aura, Adobe Photoshop (Basic), HTML/CSS/JS

EDUCATION

Bachelor of Engineering (B.E.) in Computer Science

PA College of Engineering, Mangalore | 2023

CERTIFICATIONS

- **Microsoft Introduction to Secure Networking – March 2025**
- **Google IT Support Professional Certificate – Feb 2025**
- **Computer Networks – Coursera**
- **Computer Hardware Basics – Dec 2024**
- **Full Stack Developer Training – Jspiders, Bangalore**

KEY ACHIEVEMENTS

- Awarded two times 'Star of the Quarter' for cybersecurity leadership and remote IT support excellence.
- Successfully deployed Site-to-Site VPNs connecting 4 global offices with secure encryption.
- Reduced cyber threat alerts by 40% using AI-driven Darktrace system.
- Minimized procurement errors by 30% through automated IT asset tracking.

PERSONAL DETAILS

- **Nationality:** Indian
 - **Languages:** English (Fluent), Hindi (Fluent), Urdu(Fluent),Kannada (Fluent).
 - **Current Status:** On Visit Visa in Dubai, actively seeking job opportunities
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