

Education

National University of Computer and Emerging Sciences

Islamabad
MS in Computer Networks and Security
2024 | 3.4 GPA

University of Oxford

Oxford
Postgraduate Certificate in Software Engineering
2009

University of Hertfordshire

Hatfield
Postgraduate Diploma in Distributed Systems & Networks
2006

Bahria University

Islamabad
Bachelor of Software Engineering
2004 | 3.0 GPA

Certifications

Certified in Cybersecurity

ISC2 | 2024

Cisco Certified Network Associate

Cisco | 2016

Portfolio

<https://www.naveed.ai>

Languages

Urdu - Native

English - Medium

M. NAVEED KHURSHID

Islamabad, Federal Pakistan

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I am a dynamic and confident professional with over 10 years of experience. Currently, I am working at the Air University, Islamabad. Before that, I had worked as an Instructor at the National University of Computer & Emerging Sciences, where I served in the Department of Cyber Security. Before that, I worked at Techaccess (Islamabad office) as a Network Specialist, contributing to the Pakistan Ordinance Factory - Safe City Project (POF - WAH) and Islamabad Electricity Supply Company (IESCO) Data Center Project. Furthermore, as a part of Techaccess (Lahore office), I worked on the CRM Upgradation Project of Mobilink (then Pakistan's biggest telco company), using Tibco Middleware as a software engineer. I am passionate about safeguarding the digital landscape and empowering others with the knowledge to combat cyber threats. With a strong foundation in software engineering and a prestigious Oxford University education, I have honed my expertise in the field of cybersecurity.

Professional Experience | 10 Years

Lecturer | Aug 2025 - Present

Air University - Islamabad, Pakistan

Serving as a Lecturer at the Department of Electrical and Computer Engineering.

Instructor | Jan 2022 - Jun 2025

National University of Computer & Emerging Sciences - FAST - Islamabad, Pakistan

Instruct the following lab courses at FAST-National University of Computer & Emerging Sciences

1. Vulnerability Assessment & Reverse Engineering
2. Computer Networks
3. Operating Systems
4. Computer Organization & Assembly Language
5. Digital Logic Design
6. Database Systems

Technical Support Engineer | May 2021 - Jan 2022

Call Box BPO - Islamabad, Pakistan

1. Provided technical support (remotely) to more than 800 clients of QUICK FUEL in various states of Australia.
2. Spice Works and Zendesk were used as ticketing systems and RMM tools to access clients' systems remotely.
3. Used Corporate Client's physical database and application servers to manage and configure data on Head offices.
4. Used virtual servers to access a few corporate client sites.
5. Each corporate site is connected to its head office server in all states, and independent sites are locally connected to their back office system.
6. Provided remote support to digital fuel pump controllers like POSTEC, ENABLERS, FUSION, DOMS, and FOCUS to integrate fuel pumps with Quick Fuel's software applications.

Lab Assistant | Feb 2020 - May 2021

National University of Computer and Emerging Sciences - Islamabad, Pakistan

1. Managing the National University of Computer and Emerging Sciences 1000+ nodes, including desktops, laptops, IP cameras, servers, and networking equipment.
2. Creation, Testing, Implementation, and maintenance of standard images of Windows and Linux for existing hardware (Laptops and Desktops).
3. Provide support to staff/Faculty through a series of actions, either face-to-face or over the phone to help set up systems or resolve issues.
4. Maintain complaint log register and ensure timely resolution of the end-user problem.
5. Maintain all inventory records for lab & Staff/Faculty IT equipment (number of system / LCDs / Keyboard / Mouse / Printers / Printer toner usage / Refilling of tonners etc.)
6. Provide IT support to students in computing Labs.
7. Operate Video Conference Network equipment, and provide video conference support on campus for faculty.
8. Installation and configuration of computer OS, software, hardware, networks, printers, and scanners for Faculty/Staff.
9. CCTV Camera installation and maintenance on the whole campus.

10. Purchasing of IT equipment from the market as per rotation.
11. IT support in admissions tests, job tests, and campus events like Nascon, etc.
12. Provide IT support when required or directed by System Officer / Assistant Manager or Manager IT after office time & Weekend.
13. Installation, Support & troubleshooting of Switches, Servers, & Surveillance systems with the guidance of senior IT Staff.
14. Support, maintenance & troubleshooting of wired/wireless networks throughout campus.
15. Creation & Installation of new Lab includes networking & computer equipment as per requirement.

Network Specialist | Jul 2016 - Oct 2018

Techaccess Pakistan - Islamabad, Pakistan

1. Establishing the networking environment by designing system configuration, directing system installation, defining, documenting, and enforcing system standards
2. The design and implementation of new solutions and improving the resilience of the current environment
3. Maximizing network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and collaborating with network architects on network optimization.
4. Undertaking data network fault investigations in local and wide area environments, using information from multiple sources.
5. Securing network systems by establishing and enforcing policies, and defining and monitoring access.
6. The support and administration of firewall environments in line with IT security policy.
7. Updating job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.
8. Reporting network operational status by gathering and prioritizing information and managing projects.
9. Upgrading data network equipment to the latest stable firmware releases.
10. The configuration of routing and switching equipment.
11. Remote support of on-site engineers and end users/customers during installation.
12. Remote troubleshooting and fault finding if issues occur upon initial installation.
13. Capacity management and audit of IP addressing and hosted devices within data centers.
14. Liaising with project management teams, third-line engineers, and service desk engineers regularly.
15. Speaking with customers via email and phone for initial requirement capture.

Software Engineer | Feb 2015 - Jun 2016

Techaccess Pakistan Private Limited - Lahore, Pakistan

1. Lead efforts in executing configuration management, problem mitigation, change management, and critical situation handling of middleware systems.
2. Lead middleware projects and assess their impact as well as potential compatibility issues with existing hardware/software.
3. Provide consultation and technical solutions on complex systems integration, compatibility, expandability, ease of use, and multiple platform issues as they relate to middleware.
4. Preparation of Middleware-based production operational procedures.
5. Development and management of Key Performance Indicators (KPI) for middleware resource utilization and performance.
6. Ensure the high availability of the production environment.
7. Develop, document, and distribute production operational processes.
8. Assist in the development, testing, and support of new production services.
9. Proactively manage alerts and escalations to closure.
10. Participate in customer support calls as needed.
11. Participates in production support activities based upon documented support procedures.
12. Continuously improve processes, technologies, and applications to provide the best value to the business.
13. Assist in the support of production hardware and software systems.
14. Configure new system applications that need to be promoted to production.
15. Assist and or lead plans for the required maintenance of all infrastructure servers and software to provide a stable and reliable environment.
16. Integrate different systems/applications using available/supported protocols to expose a common user interface.
17. Completes application development by coordinating requirements, schedules, and activities; contributing to team meetings; troubleshooting, development, and production problems across multiple environments and operating platforms.

Lab Assistant | Mar 2014 - May 2014

The City School - Islamabad, Pakistan

1. Provided Tier 1 support to students, faculty, and staff.
 2. Ensures that all equipment is treated with proper care and is not removed without proper authorization.
 3. Logged equipment damage and malfunctions with management.
 4. Records required statistical information for reporting purposes.
 5. Provided assistance and support for printers, computers, and other equipment.
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Assistant Network Administrator | Apr 2013 - Nov 2013

Trust for Democratic Education and Accountability - Islamabad, Pakistan

1. Troubleshoot LAN using a variety of network equipment, software, and protocols.
2. Troubleshoot problems with network and security infrastructure, including firewalls, and take corrective actions when necessary.
3. Prepare and regularly update network documentation and records including network maps.
4. Manage and maintain all networks, workstations, operating systems, and software applications and ensure that they are operational daily.
5. Ensuring all user profiles are updated and connected with the server.
6. Perform routine preventive maintenance on all hardware and software.
7. Manage network operations including:
 - a. troubleshooting connectivity problems
 - b. installing & maintaining routers and switches and resetting passwords(if required)
 - c. establishing email addresses
 - d. assessing and reporting operational status
 - e. performing user data backups and restores

Assistant System Administrator | Jun 2012 - Oct 2012

National University of Sciences and Technology (NUST) - Islamabad, Pakistan

1. Troubleshooting & Support of Workstations (~100+).
2. Development and maintenance of websites.
3. Software testing and installation (System and Application Software).
4. Multimedia support at conference halls, meeting rooms, and labs.
5. Responsible for the I.T. equipment inventory.
6. Insertion of authorized person fingerprints and ID-Card numbers on Biometric Device Scanners.
7. Administration & Management of Servers.

Customer Service Assistant | Jan 2007 - Jun 2009

Compass Group - Oxford, United Kingdom

1. Brand representation: Maintaining a positive image for Compass while working at the Oxford Mail Center.
 2. Cash handling: Operating the till and handling cash
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