

HAFIZ ATTA UR REHMAN

IT SUPPORT AND DIGITAL SECURITY PROFESSIONAL

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SUMMARY

IT Support and Digital Security professional with over 6 years of experience delivering enterprise-level IT and cyber security services. Strong background in Microsoft 365 Enterprise administration, Active Directory, networking, firewalls, VPN environments, and end-user support. CCC ARAMCO certified with hands-on experience in compliance documentation, enterprise IT operations, and cyber incident reporting. Experienced in digital investigations, cryptocurrency fraud tracing, and automation-driven workflow optimisation.

KEY COMPETENCIES

IT SUPPORT & ENTERPRISE OPERATIONS

- Level 1 & Level 2 End-User Support
 - Microsoft 365 Enterprise Administration
 - Active Directory & Access Control
 - On-Premises IT Operations Management
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CYBER SECURITY & DIGITAL SECURITY

- Cyber Security Incident Reporting
 - Digital Incident Investigation
 - Endpoint & Antivirus Protection
 - Firewall & VPN Management
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NETWORKING & INFRASTRUCTURE

- Network Troubleshooting & Support
 - LAN / WAN Connectivity
 - Firewall & VPN Connectivity
 - Secure Remote Access
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COMPLIANCE & ENTERPRISE ENVIRONMENT

- Compliance Documentation & Deployment
 - Enterprise IT Standards & Policies
 - Security Audits Support
 - Business Continuity Support
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LEGAL & ADVANCED DIGITAL INVESTIGATIONS

- Cyber Incident Support for Legal Cases
 - Cryptocurrency Fraud Tracing
 - Fund Flow Analysis
 - Digital Evidence Handling
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PHYSICAL & SECURITY SYSTEMS

- Surveillance Monitoring & Incident Review
- Security Hardware Support
- Access Control Systems Support
- Physical Security Incident Documentation

AUTOMATION, AI & DIGITAL OPERATIONS

- n8n Workflow Automation
 - Web & On-Premises Automation
 - WhatsApp Business Automation
 - Meta Platforms Integration
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LOGISTICS & INVENTORY MANAGEMENT

- IT Asset & Inventory Management
 - ISP Equipment Assignment
 - Stock Control & Tracking
 - Procurement & Documentation
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PROFESSIONALEXPERIENCE

IT Support & Digital Security Consultant

INFINIGENCE CONSULTING WLL

May 2023 – Present

Location: BAHRAIN

- Provided end-to-end IT support services for 20+ active companies across multiple industries, supporting 30+ companies overall with diverse IT environments.
 - Delivered Level 1 & Level 2 IT support, including email systems management, Microsoft 365 administration, end-user troubleshooting, and IT infrastructure support.
 - Managed and supported multi-tenant IT environments, adapting solutions to different client requirements, security policies, and operational setups.
 - Completed CCC ARAMCO Certification and successfully implemented CCC ARAMCO compliance policies, documentation, and deployment requirements for client organisations.
 - Delivered on-site and remote IT support, including system installations, troubleshooting, upgrades, and infrastructure maintenance.
 - Handled IT infrastructure operations, ensuring system availability, security compliance, and business continuity.
 - Supported cyber security best practices, including policy implementation, access control, antivirus management, and incident documentation.
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IT Support & Operations Coordinator

StormFiber (CyberNet ISP Pakistan Pvt. Ltd.)

Feb 2021 – April 2023

Location: PAKISTAN

- Managed house IT operations for office and logistics facilities, resolving IT issues across multiple buildings and departments.
 - Coordinated and supervised IT support teams, ensuring timely resolution of system, network, and hardware issues.
 - Handled ISP equipment assignment, inventory control, and stock management, supporting smooth network and operational workflows.
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IT Support & Digital Marketing Assistant

PAK Applied Technologies (Microsoft Partner College)

June 2018 – Dec 2020

Location: PAKISTAN

- Provided Level 1 IT support, handling internal system troubleshooting, desktop support, software installation, and basic network issues.
 - Supported computer labs and internal IT infrastructure, ensuring smooth day-to-day academic and office operations.
 - Managed digital marketing activities, including graphic content creation, social media posting, and online advertisement management.
 - Assisted with student and staff technical support, improving system availability and response times.
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EDUCATION

Bachelor of Computer Science (BSCS)

University of the People, USA

- Specialization in Information Technology

Intermediate in Computer Science (ICS)

Gift university, Pakistan

- Major in Computer Science

Matric in Computer Science

Millat High School, Pakistan

- Major in Computer Science
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CERTIFICATIONS

- Microsoft 365 Administrator | Microsoft
- Computer Hardware | Microsoft
- Microsoft Certified Solutions Associate (MCSA) | Microsoft
- Deep Web and Cybersecurity | EC-Council
- Certified Cyber Security Technician (CCT) | EC-Council
- Cisco Certified Network Associate (CCNA) | Cisco
- Cisco Cybersecurity Fundamentals | Cisco
- Enterprise Networking, Security, and Automation | Cisco
- Switching, Routing, and Wireless Essentials | Cisco
- Enterprise Networking Automation | Cisco
- Networking and Cloud Computing | Cisco
- Digital Media Marketing | Google
- Technical Support Fundamentals | Google
- Computer Networking | Google
- Huawei Cloud Computing (Certified) | Huawei
- Security Officer | Paptech
- Office Management (Expert Level) | Paptech
- Criminal Intelligence Analyst | Alison



KEY PROJECTS, FREELANCE & INDEPENDENT WORK

Freelance IT Migration & Workflow Projects

- Migrated email systems from GoDaddy, Hostinger, and open-source mail servers to Microsoft 365, ensuring secure data transfer and minimal downtime.
- Designed and implemented Microsoft SharePoint and OneDrive cloud environments, including site creation, data structuring, and user access management.
- Executed Google Workspace to Microsoft 365 migrations, covering email, files, user accounts, and permissions.

Cyber Security Case Work (Bahrain & Pakistan)

- Collaborated with legal professionals on a high-value cryptocurrency fraud case in Bahrain, supporting digital tracing and fund flow analysis in coordination with the Binance Security team.
- Assisted law enforcement agencies in Pakistan with call-based scam investigations, contributing to digital tracing and cyber incident analysis activities.

n8n Automation & Digital Workflow Projects

- Developed and deployed n8n automation workflows in both web-based and on-premises environments, integrating Instagram Business pages with WhatsApp chatbot and appointment booking systems.
- Built Outlook-based automated follow-up and marketing workflows, improving response times and streamlining daily operations.

Event Management & Operations (Independent)

- Managed and coordinated community and national-level events for the Pakistan Club, Bahrain over the past two years.
 - Provided on-stage technical support, operational services, and IT coordination, including cyber security awareness sessions during events.
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VOLUNTEER EXPERIENCE

Volunteer Cyber Security Support

- Provided community consulting and support to help individuals respond to financial scams, including phishing and call-based fraud.
- Assisted with incident understanding, basic digital safety guidance, and recovery steps.

Pakistan Club, Bahrain

- Served as a senior member, contributing to community coordination, event support, and member engagement.
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AWARDS

- Appreciation Award from **Ambassador of Pakistan in Bahrain** for community service
 - Appreciation Award from **Deputy Ambassador of Pakistan Bahrain** for cyber security volunteer support
 - Best Employee Appreciation Award from **Infingence Consulting WLL**
 - Appreciation Award from **PAK Applied Technologies** for resolving a critical case
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LANGUAGE SKILLS

- English – Professional Working Proficiency
- Urdu – Native
- Punjabi-Native
- Hindi