

Mohammad Asif Alam

ICT Manager | Web Developer | Network & Systems Administrator | Graphic Designer

[Phone Number] | [Email Address] | [City, Country] | [LinkedIn URL]

PROFESSIONAL SUMMARY

Versatile ICT professional with 14+ years of experience spanning IT management, web development, network and systems administration, graphic design, digital media, and operations management for humanitarian programs and private-sector organizations. Most recently Head of ICT & Media at ARADA/WFP-TPM, managing ICT infrastructure and support for 300+ staff across 3 clusters and 17 provinces of Afghanistan. Built and launched 7 web platforms; administers Microsoft 365, Exchange, and SharePoint; manages MikroTik networks, Windows Server, and CCTV systems; delivers award-winning design for international donors (USAID, GIZ, UNOPS, CARE); and leads staff training, donor reporting, proposal development, and IT procurement. Equally effective as a hands-on specialist or a department lead.

CAREER HIGHLIGHTS

- 14+ years across IT management, web development, systems/network administration, design, and operations.
- Built and launched 7 web platforms end-to-end: official website, job portal, timesheet, payroll, e-ticketing, LMS, and knowledge base — digitizing manual HR and finance workflows.
- Administered Microsoft 365 for 300+ users: Exchange mailboxes, SharePoint, OneDrive, Teams — with continuous protection against malware and cyberattacks.
- Managed network connectivity for 18 offices (HQ + 17 provinces) using MikroTik, Winbox, LibreNMS, and MRTG.
- Trained 147 staff in photography and delivered organization-wide trainings on ICT tools, survey platforms, and documentation design across 17 provinces.
- Award-winning designer for USAID, GIZ, UNOPS, CARE, DACAAR, and FMFB-funded projects; twice Best Employee of the Year.

CORE COMPETENCIES

- ICT Infrastructure Management
- Microsoft 365 / Exchange / SharePoint Administration
- Network Administration (MikroTik, VLAN, NAT, DHCP)
- Windows Server Administration
- Web Design & Development
- IT Helpdesk & User Support
- CCTV & Security Systems (Hikvision)
- Data Management & Backup
- Graphic, Print & Report Design (Adobe CC)
- Social Media Management & Marketing
- Proposal / Bid Development (EOI, RFP, BoQ)
- Staff Training & Capacity Building
- ICT Procurement & Inventory Management
- Project & Operations Management

PROFESSIONAL EXPERIENCE

Head of ICT & Media | ARADA / WFP-TPM, Kabul, Afghanistan

Apr 2023 – Jun 2026

- Led the ICT & Media department for a WFP third-party monitoring program, serving 300+ staff across 3 clusters and 17 provinces; supervised and mentored a team of IT and media professionals.
- Developed and launched 7 web platforms end-to-end: ARADA's official website, job portal, online timesheet, payroll system, e-ticketing system, learning management system (LMS), and staff knowledge base — digitizing manual HR, finance, and support workflows organization-wide.
- Administered Microsoft 365 for the organization, including 300 Exchange mailboxes and SharePoint, with active protection against malware and cyberattacks.
- Managed internet connectivity and bandwidth for HQ and 17 provincial offices using MikroTik routers, Winbox, LibreNMS, and MRTG.
- Installed and maintained Windows Server 2012, LAN/WAN infrastructure, switches, NAT, TCP/IP printing, and domain services.
- Managed and secured CCTV systems for HQ and provincial offices (Hikvision iVMS-4200, Hik-Connect); installed and configured NVR/DVR/XVR cameras.
- Authored a comprehensive ICT manual standardizing organizational procedures; digitalized HR, Admin, Finance, and Security forms and documents.
- Delivered organization-wide training to staff in 17 provinces on Microsoft 365, Exchange, OneDrive/SharePoint, the job portal, and documentation design; trained 147 staff in photography skills, ethics, and guidelines.
- Led final design, review, and quality control of all monthly, bi-weekly, and annual reports prior to donor (WFP) submission.
- Designed the complete corporate branding kit (logo, letterhead, profile, certificates, banners, promotional materials) and managed all social media accounts.
- Prepared technical and financial proposals, EOIs, RFPs, concept notes, and BoQs for fundraising and project submissions.
- Maintained attendance biometric systems, IT inventory, data backup systems, and advised on ICT procurement and equipment evaluation.

ICT Manager | Hawk Vision Afghanistan, Kabul, Afghanistan

Jan 2018 – Mar 2023

- Held overall ICT responsibility for all Hawk Vision projects in Afghanistan; led ICT and survey project teams per approved plans and procedures.
- Designed and developed the company website; managed all social media accounts (Facebook, Twitter, Instagram, YouTube, LinkedIn, Pinterest), social media marketing campaigns, and SEO to grow online visibility.
- Provided a functional IT-enabled working environment and daily helpdesk support for HQ and regional office staff.
- Maintained LAN/WAN infrastructure: cabling, switches/hubs, NAT, TCP/IP printing, Windows networking, domain services; Windows Server 2012 installation and maintenance.
- Trained data collectors and staff on RTI Tangerine, Kobo Toolbox, CSPro, and Google Forms; programmed and configured all survey tablets.
- Designed technical and financial proposals, concept notes, EOIs, and BoQs for local and international donor solicitations; worked with unit heads and the CEO to identify donors.
- Delivered award-winning design work for donor-funded projects including USAID (AECOM/SWIM, CARE), GIZ, UNOPS (RAIP IV), DACAAR, HAKAKAT, and FMFB Bank.
- Managed data backup, recovery, software security, IT inventory, and procurement advisory; designed and prepared donor reports, publications, and presentations.

ICT & Acting Operations Manager | Hawk Vision Afghanistan, Kabul, Afghanistan

Dec 2018 – Jun 2019

Concurrent role held alongside ICT Manager position.

- Directed and coordinated business and departmental activities; planned and controlled change; managed quality assurance programs.
- Set and reviewed budgets, managed costs, and reviewed financial statements, expenses, and activity reports to measure productivity and identify cost reductions.
- Established and implemented departmental policies, goals, objectives, and procedures with board members and organization officials.
- Determined staffing requirements; interviewed, hired, and trained new employees; prepared work schedules and assigned duties.
- Oversaw inventory, distribution of goods, and facility layout; procured merchandise for HQ Kabul and provincial offices; represented management in purchase negotiations.
- Implemented procurement rules and regulations, administrative management, effective resource management, and leadership practices.

Eastern Regional Manager | Sameer Shaheer Group, Afghanistan

Feb 2012 – Dec 2017

- Achieved sales and business goals; oversaw daily operations, managed budgets, and set performance objectives for the eastern region.
- Recruited, trained, and supported Area Sales Managers; conducted regular performance appraisals.
- Developed and implemented business, marketing, and advertising plans; planned and optimized operations for efficiency and cost-effectiveness.
- Ensured products, services, and procedures complied with regulatory and quality standards.
- Prepared and presented monthly, quarterly, and annual statements, analyses, and reports of operations and finances.
- Handled customer issues, incident reports, and legal actions.

TECHNICAL SKILLS

Cloud & Collaboration: Microsoft 365, Exchange, SharePoint, OneDrive, Teams, Google Workspace, Slack, Zoom

Networking: MikroTik routers, Winbox (IP addressing, Firewall/NAT, DHCP, VLAN, bandwidth management), LibreNMS, MRTG, LAN/WAN, TCP/IP, switches, PBX

Servers & OS: Windows Server 2012, Windows domain services, Active Directory basics, Windows policies

Security & Surveillance: Antivirus management, data backup/recovery, CCTV NVR/DVR/XVR, Hikvision iVMS-4200, Hik-Connect

Web & Development: Website design & development, job portals, LMS, payroll/timesheet/e-ticketing systems, SEO

Design & Media: Adobe Illustrator, Photoshop, InDesign, XD, Audition, Lightroom, Acrobat Pro, CorelDRAW, MS Publisher, Filmora, Camtasia, FlexClip

Survey & Data Tools: Kobo Toolbox, CSPro, RTI Tangerine, SurveyMonkey, Google Forms, Microsoft Forms, tablet configuration

Office Tools: MS Office suite, Microsoft Visio, Outlook

EDUCATION

BA English (English Literature Faculty) — Nangarhar University, 2008 – 2012

DBA – Diploma in Business Administration (Management, Accounting, Marketing, Business Communication) —
Universal Institute of Management Sciences (UIMS), 2007 – 2008

DIT – Diploma in Information Technology — Universal Institute of Management Sciences (UIMS), 2007 – 2008

High School Certificate — Nangarhar High School, Nangarhar Province, 2005

CERTIFICATIONS & TRAINING

- CompTIA A+ Core 2 (220-1202) Full Course & Practice Exam — Udemy, 37.5 hours (Jul 2026)
- CompTIA A+ Core 1 (220-1201) Full Course & Practice Exam — Udemy, 26 hours (Jun 2026)
- Security Camera Systems – The Complete CCTV Course — Udemy, 3.5 hours (Jun 2026)
- AI Basics: Learn Artificial Intelligence from Scratch — Udemy, 4 hours (Jun 2026)
- Intro to AI: A Beginner's Guide to Artificial Intelligence — Udemy, 2.5 hours (Jun 2026)
- MCSE 2012 – Microsoft Certified Solutions Expert (training) — Zia Institute of Management and Computer Sciences (ZICS) (2014)
- Graphic Design – 6-Month Course (Photoshop, Illustrator, InDesign, Audition, Acrobat, CorelDRAW) — Challenger Computer Institute (CCI) (2017)
- Communicative Language Teaching (CLT) — Lincoln Learning Center, Jalalabad (2013)
- CorelDRAW 9 & Macromedia Flash 5 — Overseas College of Information Technology (OCIT) (2005)
- ICAP / Microsoft Office – 6-Month Course — Overseas College of Information Technology (OCIT) (2004)
- A+ Hardware — Overseas College of Information Technology (OCIT) (2004)

KEY ACHIEVEMENTS

- Best Employee of the Year, Hawk Vision (2018 and 2019).
- Awarded for developing 7 web systems for ARADA/WFP-TPM: official website, job portal, timesheet, payroll, e-ticketing, LMS, and knowledge base.
- Awarded for configuring Microsoft 365, 300 Exchange mailboxes, and SharePoint for ARADA/WFP-TPM.
- Awarded for designing ARADA/WFP-TPM's business branding kit and preparing the organizational ICT manual.
- Awarded for digitalizing documents and forms for ARADA/WFP-TPM Operations Departments (HR, Admin & Finance, Security & Safety).
- Awarded for design work on donor-funded projects: AECOM/SWIM (USAID), GIZ Soft Skills Manuals (English & Dari), CARE (USAID), DACAAR, HAKAKAT, FMFB Bank, and UNOPS RAIP IV (CAT manuals, counseling cards, Success Stories Booklet 2021).
- Awarded for designing and compiling Hawk Vision's corporate profile (2018, 2019, 2020), branding kit, and website.

LANGUAGES

Pashto (Native); Dari (Native); English (Fluent); Urdu (Conversational)

REFERENCES

References available upon request.