

Ihtisham Hussain

Linux System Administrator | Web Hosting Specialist | WordPress Developer

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Professional Summary

Linux System Administrator with 4+ years of proven experience managing high-availability server environments, including a shared hosting platform of 500+ websites for a US-based hosting company. Proficient in cPanel/WHM, Plesk, LAMP/LEMP stacks, server hardening, networking, troubleshooting, and disaster recovery. Experienced in Bash scripting, Zendesk ticketing, and customer-facing technical support. Currently, managing hybrid Linux/Windows Server 2022 infrastructure for a government organization. Open to remote opportunities globally — flexible for US/EU timezone coverage.

Professional Experience

System Administrator | WRC - Government Infrastructure | Peshawar, Pakistan | Sep 2024 – Present

- Administer a hybrid Linux and Windows Server environment supporting internal systems and hosted services.
- Manage Active Directory, DNS, DHCP, IIS, and FTP services across Windows Server 2022 infrastructure.
- Maintain and optimize DNS infrastructure ensuring reliable name resolution and service availability.
- Implement user access controls, Group Policy, system hardening, and security best practices across both environments.
- Monitor performance, manage backups, and lead disaster recovery processes while proactively resolving infrastructure issues.

System Administrator | Ambitious Web Services | United States (Remote) | Jun 2023 – Aug 2024

- Managed a shared hosting environment hosting 500+ websites on Linux servers with high availability, performance, and security.
- Administered Linux servers with cPanel/WHM for account provisioning, resource allocation, and technical troubleshooting.
- Deployed and maintained bare metal servers, improving system performance, stability, and scalability.
- Executed website migrations, backups, and restorations with minimal downtime and full data integrity.
- Resolved DNS configurations, domain issues, email problems, and hosting-related tickets efficiently.
- Implemented server security measures, malware removal, and WordPress optimizations to enhance performance.

System Administrator & Web Hosting Support | Meridian Limo LLC | United States (Remote) | Mar 2022 – Apr 2023

- Cleaned and secured a compromised server, then migrated all data to a new Linux server with cPanel/WHM.
- Separated email and web hosting services to enhance performance, reliability, and security.
- Reorganized IT infrastructure and implemented improved policies to increase system efficiency and uptime.
- Diagnosed and resolved website and email issues, ensuring consistent uptime and service performance.
- Administered Zendesk support operations, managing ticket workflows, user access, and issue tracking for hosting and IT-related requests.

Freelance WordPress Developer & Hosting Support | Upwork | Remote | Jan 2020 – Feb 2022

- Delivered and customized 60+ WordPress websites for startups and businesses, focusing on performance, Security, and Aesthetics.
- Managed website deployments, migrations, backups, and restorations with minimal downtime.
- Configured hosting environments using cPanel/WHM and Plesk for domains, DNS, email services, and SSL.
- Troubleshot website, hosting, and email issues, providing reliable technical support.
- Improved website speed, security, and performance through optimization best practices.

Skills

- Linux System Administration
- Windows Server Administration
- Web Hosting Management(cPanel/WHM, Plesk)
- WHMCS
- LAMP / LEMP Stack
- WordPress Development and Management
- DNS & Email Management
- SSL / TLS Management
- Server Security & Hardening
- VPS, Dedicated, & Bare-Metal Servers
- Active Directory & Group Policy
- Backup & Disaster Recovery
- Bash/Python Scripting & Automation
- Git & GitHub
- Networking & Troubleshooting
- MySQL Administration
- Zendesk Administration & Ticketing Operations

Certifications | Trainings | Courses

- Linux System administrator
- Specialized Windows Server 2022 Training
- Microsoft Certified Solutions Expert (MCSE)
- Certified WordPress Developer & SEO
- cPanel/WHM Administration
- Plesk Course
- WHMCS Mastery
- Networking Fundamentals
- Crash Course on Python
- Communication Skills

Education

Bachelor of Science in Computer Science | Brains Institute Peshawar | Peshawar, Pakistan | Jan 2020

- Studied core CS fundamentals including programming, algorithms, networking, and operating systems.
- Gained practical skills in database management, web technologies, and computer networking.
- Built a strong technical foundation that directly supports a career in the dynamic Tech industry.

Languages

English (Professional Working) | Pashto (Native) | Urdu