

Salman Abbasi

IT Infrastructure & Support Engineer

+39 379 107 3072 | salman.abbasi0123@gmail.com | [LinkedIn](#) | Milan, Italy

PROFESSIONAL SUMMARY

IT infrastructure and desktop support professional with 5+ years of experience across enterprise offices, banking, exhibitions, colocation facilities, and hyperscale data centers. Skilled in Microsoft endpoint management, Level 1/2 support, secure workstation deployment, ServiceNow incident management, remote hands, network infrastructure, Microsoft Teams Rooms, rack and stack, and structured fiber and copper cabling. Proven ability to maintain SLA performance, improve deployment efficiency, and deliver secure, business-critical technical support.

PROFESSIONAL EXPERIENCE

Microsoft

Milan, Italy

Infrastructure Support Specialist

Jun 2025 – Present

- Deployed enterprise switches, routers, and wireless access points across multiple floors, supporting the expansion of corporate network infrastructure.
- Delivered remote-hands support to L2/L3 network architects, including local console access, hardware diagnostics, and VLAN and trunk troubleshooting.
- Deployed and maintained Microsoft Teams Rooms across 20+ executive spaces using Windows, Android, Crestron, Logitech Rally, Shure, Sennheiser, and Biamp technologies.
- Maintained 100% CMDB accuracy by documenting hardware moves, additions, and changes throughout the physical asset lifecycle.
- Conducted daily MDF/IDF, connectivity, AV, and power-redundancy health checks to maintain operational readiness and minimize service disruption.

Reeds Exhibitions

Milan, Italy

Desktop Support Engineer

Dec 2024 – Present

- Provide Level 1/2 desktop, application, printer, and endpoint support for 100+ employees using Windows 10/11 and Microsoft 365.
- Manage endpoints through Microsoft Intune, enforcing device compliance, security policies, application deployment, and patch-management requirements.
- Own the ServiceNow incident and service-request lifecycle, consistently meeting or exceeding SLA targets through effective prioritization and troubleshooting.
- Administer Active Directory and Exchange for onboarding, offboarding, permission management, distribution lists, and secure account administration.

State Street Bank SSBT

Torino, Italy

IT Support Specialist – Desktop

2022 – 2024

- Imaged and deployed secure banking workstations in accordance with encryption, endpoint-security, and financial-sector compliance standards.
- Administered Microsoft Intune, BitLocker, MFA, VPN, and endpoint compliance controls for 150+ users.
- Delivered white-glove support to VIP and C-suite users and escalated complex incidents to global L2/L3 teams with detailed diagnostic documentation.

KEY PROJECTS

Enterprise Hardware Refresh & Secure Migration

Jan 2025 – Mar 2025

- Led the rollout of 150+ workstations through Windows Autopilot and Microsoft Intune, enforcing BitLocker, MFA, and data-at-rest encryption requirements.
- Reduced average unbox-to-user deployment time from four hours to 45 minutes while achieving 100% migration success and zero P1 incidents.

Data Hall Capacity Expansion | China Mobile

Jan 2025 – Mar 2025

- Directed deployment of 20+ server racks and 1,000+ structured cabling drops, including racking, labeling, port mapping, and initial power-on testing.
- Completed the project two days ahead of schedule with zero cabling defects or port-mapping errors.

TECHNICAL SKILLS

Endpoint & User Support: Windows 10/11, Microsoft 365, Microsoft Intune, Windows Autopilot, OS imaging, application deployment, VIP support

Identity & Security: Active Directory, Azure AD, Exchange, BitLocker, MFA, VPN, onboarding, offboarding, endpoint compliance

Service Management: ServiceNow, ITIL v4, incident management, P1/P2/P3 prioritization, SLA management, CMDB, asset lifecycle, root cause analysis

Infrastructure & Networking: Remote hands, rack and stack, server break-fix, OCP racks, TCP/IP, DNS, DHCP, VLANs, Cisco, Aruba, Juniper, MDF/IDF

Cabling & Testing: LC/SC/MPO/MTP fiber, copper cabling, SFP/transceiver testing, OTDR, Fluke Versiv, UPS/PDU monitoring

CERTIFICATIONS

Technical: CCNA, CompTIA A+, Lenovo Qualified PC Service Technician

Safety & Operations: Cherry Picker Certificate, Health and Safety at Work, Occupational Health and Safety

LANGUAGES

English, Italian, Urdu