FM

PORTFOLIO · CV
EDITION 2026 · MUMBAI

IT HEAD · NETWORK INFRASTRUCTURE

Faisal Mukhtar

IT Head · Network & IT Infrastructure Manager



I design, build and run networks that stay up. For 9+ years I have delivered enterprise networking, IP surveillance and IT operations across education, healthcare and premium retail: from directing a ₹1.5 crore, seven-campus network rebuild to owning escalations as a Mac Genius at Apple.

9+	7	99%	₹1.5 Cr	390
Years hands-on in IT 6+ in full-time roles	Sites rebuilt, incl. Head Office MMANTC, seven institutions	Network uptime no network-wide incident since deployment	Programme directed ≈ US$158K · €141K · AED 580K	IP cameras deployed on 500 TB+ of NVR storage

INSIDE THIS EDITION

From a seven-campus rebuild to Apple, and two ventures of my own.

A short read on what I have built, how it performs and how I lead.

02 Profile & impact in numbers
03 Experience, 2017 to today
05 Feature: seven campuses, one IT team
06 Skills, education & ventures

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01 · PROFILE

01

Networks that stay up. Teams that keep them up.

I'm an IT infrastructure and network professional with **9+ years of hands-on experience** (6+ in full-time roles) across education, healthcare and premium retail, covering enterprise network architecture, systems administration, IP surveillance and technical leadership.

As **IT Head at MMANTC**, I rebuilt the network for seven institutions, including the Head Office, from the ground up: three-tier core, distribution and access switching, multi-WAN load balancing across several ISP lines, five VLANs locked down with ACLs, cloud controllers for central monitoring, and a 390-camera IP surveillance system on 500 TB+ of NVR storage. I directed the ₹1.5 crore programme and led a team of 10+. The result: 99% uptime, with no network-wide incident since deployment.

Before that, I fixed the office network at **Maple DTI**, cutting lag and fluctuations by 50% and saving about ₹6 lakh a year, while giving priority Apple support to C-suite clients. Most recently, I spent 18 months at **Apple** as a Technical Expert and then Mac Genius, running backend repair operations, owning escalations and mentoring a 20+ member technical team.

Alongside my career I run two ventures: **Mukhtar Networking** (IT networking, CCTV surveillance and web development) and **Mukhtar App World** (apps for iPhone, iPad, Mac and Android).

WHAT I BRING

Network architecture

Three-tier switching, VLANs, ACLs, inter-VLAN routing, multi-WAN failover, fibre and Cat-6

Surveillance

IP cameras, NVR sizing and retention, PoE, remote viewing

IT operations

Google Workspace (10,000 seats), Microsoft 365 and Teams, domains and DNS, ISP and vendor management

Apple ecosystem

Apple Certified Support Technician (ACST) and Apple Certified Repair Technician (ACRT)

Leadership

Budgets, rollouts, documentation and team training

IMPACT IN NUMBERS

9+ Years hands-on in IT 6+ in full-time roles	**7** Sites rebuilt, incl. Head Office MMANTC, seven institutions	**99%** Network uptime no network-wide incident since deployment	**390** IP cameras deployed on 500 TB+ of NVR storage	**₹1.5 Cr** Programme directed ≈ US$158K · €141K · AED 580K
10+ IT team led network, CCTV and systems	**20+** Technicians mentored at Apple one-to-one mentoring and skill audits	**4.5+** Queued sessions per hour highest of 6 Apple Stores in India	**10,000** Google Workspace seats plus Microsoft 365 and Teams	**₹6 lakh** Saved a year at Maple DTI ≈ US$6.3K · €5.7K · AED 23.2K

Currency conversions are approximate, at November 2026 exchange rates.

02 · EXPERIENCE

Nine years of keeping people connected.

02

Sep 2026 – Present

Mukhtar App World

Founder · Mumbai

My app studio: Apple-first apps for iPhone, iPad and Mac, with Android versions, for our own users and for clients in India and abroad.

- Founded the studio and set up the brand, the website, the Apple Developer account and App Store distribution, including EU trader verification.
- Built and submitted our first app, **Arkaan: Pillars of Islam**, to the App Store in October 2026, with scholar review of all religious content.
- Offer custom app development to businesses: cross-platform (React Native, Expo) or native, with Android in every package and region-based pricing.

Mar 2025 – Aug 2026

Apple

Full-time, on-site · Mumbai

Mac Genius PROMOTED

Jun – Aug 2026

- Took on the **Genius Admin** role overseeing backend repair logistics, and redesigned service-desk and repair-operations workflows, sustaining Same-Unit Repair accuracy above 99%.
- Served as the primary escalation point for high-priority technical and policy cases, working with Store Leadership, Market Support and Regional Operations.
- Led and mentored a **20+ member technical team** through structured one-to-one mentoring and skill audits.

Technical Expert

Mar 2025 – May 2026

- Sustained **4.5+ Queued Sessions Per Hour (QSPH)**, the highest benchmark across all 6 Apple Stores in India, with Same-Unit Repair accuracy above 99%.
- Sustained a **75%+ Empathy Score** with 75 customer Promoters, and was promoted to Genius within 14 months.

4.5+ QSPH · Same-Unit Repair above 99% · 75%+ Empathy Score · Promoted in 14 months

Dec 2021 – Feb 2025

MMANTC

IT Head · Full-time, hybrid

Inherited an education group of seven institutions, including the Head Office, with no formal infrastructure, security segmentation, surveillance system or governed digital identity. Proposed and led a complete rebuild.

- Directed a **₹1,50,00,000 network, surveillance and systems programme** (≈ US$158K · €141K · AED 580K) across 7 institutions: ₹35,00,000 network infrastructure, ₹15,00,000 surveillance and ₹1,00,00,000 systems (about 200 upgraded computers), with a team of 10+.
- Architected a **three-tier switching hierarchy** across all 7 sites: 7 load-balancing routers, 7 core, 7 distribution and 25+ access switches, with a fibre backbone, Cat-6 cabling, PoE camera power and 16+ wireless access points.
- Planned and deployed a **390-camera IP surveillance system** on 500 TB+ of NVR storage, sized for 60+ days of retention with remote viewing.
- Segmented the network into **5 VLANs** governed by ACL policies; dual-ISP multi-WAN failover cut fault resolution from indefinite outages to 1–2 hours.
- Directed the .edu.in domain and DNS, and administered a 10,000-seat Google Workspace plus Microsoft 365 and Teams, replacing WhatsApp.

7 sites incl. Head Office · ₹1.5 crore programme · 99% uptime · 390 IP cameras

02 · EXPERIENCE, CONTINUED

Oct 2020 – Nov 2021

Maple Digital Technology Intl. Pvt. Ltd.

Full-time, on-site · Mumbai

Sr. Apple Consultant — Eleva Executive

- Delivered Priority Apple Support under Maple's **Eleva Premium Membership** programme to senior executives (CEOs, COOs, CFOs and Managing Directors) across major media, banking and entertainment organisations, with complete client discretion.
- **Promoted within 6 months** to work directly under the CMO and COO as primary liaison for HNI clientele and Apple product-launch engagements.
- Diagnosed faulty switching in Maple's office network and re-engineered the setup, **cutting lag and fluctuations by 50% each** and saving about ₹6,00,000 a year (≈ US$6.3K · €5.7K · AED 23.2K).
- The reputation I built here led directly to an invitation from MMANTC, where I proposed and led a full network overhaul.

Promoted in 6 months | 50% less network lag | ₹6 lakh saved a year

Jun 2019 – Present

Mukhtar Networking

Founder · Mumbai

We Help Connect You. My IT consultancy: on-site IT networking and CCTV surveillance across Mumbai, and website development for clients in India and abroad, run end to end.

- Design and install business, institutional and residential networks: structured cabling (fibre, Cat-6), three-tier switching, Wi-Fi, VLAN/ACL security and multi-ISP load balancing.
- Plan and deploy IP CCTV: camera layout, NVR storage sizing and retention, PoE and remote viewing, as at **Al Mahmood Residency** (18 cameras, 30 TB NVR).
- Design, build and manage fast, SEO-optimised business websites, including copywriting, hosting, custom domain email, Google Workspace and Google Business Profile.

Networks & CCTV across Mumbai | Websites in India and abroad | End-to-end delivery

Apr 2017 – Present

Shefa Healthcare Pvt. Ltd.

Part-time, remote · Mumbai

IT Consultant — Sole IT function since 2017

- Designed and deployed the original IT infrastructure: routing, LAN, switching, network printing, and company-wide systems and hardware upgrades.
- Re-architected the network: restructured cabling, moved from Fast Ethernet to **Gigabit**, upgraded routing and changed the ISP, ending chronic lag and disconnections.
- Delivered the upgrade at **about 50% of the allocated budget** and reinvested the savings in PCs (Pentium to Intel i5, 16 GB RAM), cutting operational turnaround by nearly 50%.
- Built the online presence from scratch: domain, Google Workspace, Google Business Profile, hosting and the website.

~50% of allocated budget | ~50% shorter turnaround | 9+ years, sole IT function

HOW I WORK

Plan it properly, document everything, and leave a network the next person can run.

Uptime first: redundant WAN, clean segmentation, monitoring from day one.

Cost-aware: upgrades at about half the budget, with savings reinvested.

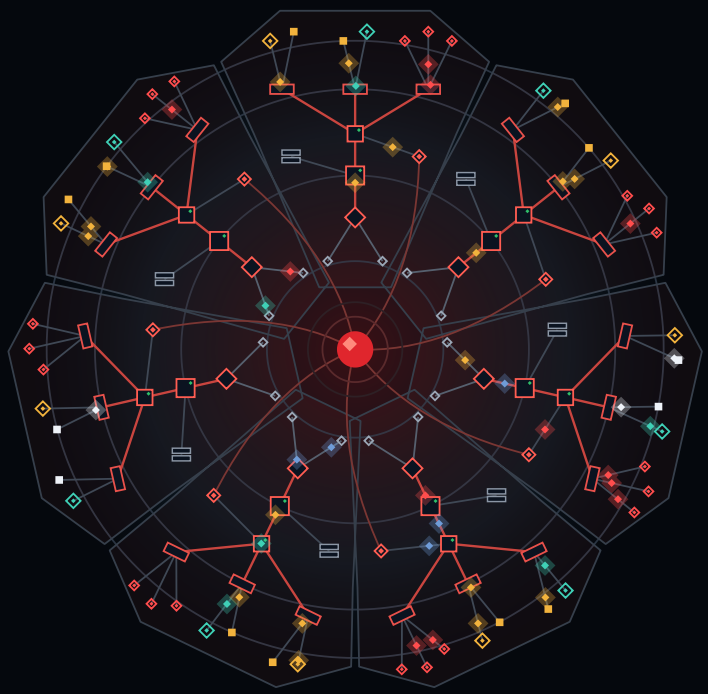
People-led: teams of 10+ led and 20+ technicians mentored.

03 · FEATURE PROJECT · MMANTC, JAN–MAR 2022

03

Seven campuses. One IT team. Zero network-wide incidents.

The rebuild ran from January to March 2022 without taking the existing connection down, while all seven institutions kept running. It was part of the ₹1.5 crore network, surveillance and systems programme I directed with a team of 10+. Each institution runs its own isolated network, and all seven are monitored centrally from the MMANTC IT department.



Staff · Surveillance · Management · Guest · Core (IT)

99%

uptime, with no network-wide incident since deployment

1–2 hrs

to fix a dead line, down from indefinite outages

500 TB+

of NVR storage, 60+ days of retention

7 Load-balancing routers	**7** Core switches	**7** Distribution switches
25+ Access switches	**16+** Wi-Fi access points	**390** IP cameras

FIVE VLANS, LOCKED DOWN WITH ACLS

Surveillance	Cameras and NVRs, off-limits to staff and guests
Staff	No access to Management, Surveillance or Core
Management	No access to Surveillance or Core
Guest	Isolated from every internal VLAN
Core	Restricted to the IT Head and team

WHAT IT DELIVERED

- Dual-ISP multi-WAN load balancing and failover at every site
- About 200 computer systems upgraded across the sites
- A 10,000-seat Google Workspace for Education rollout
- No further capital spend since deployment beyond monthly ISP fees
- Cloud controllers at every site, monitored centrally
- A dedicated .edu.in domain with DNS set up and managed
- Microsoft 365 and Teams replacing WhatsApp
- ₹1.5 crore programme, team of 10+

04 · SKILLS, EDUCATION & VENTURES

The toolkit behind the uptime.

04

Network infrastructure

- Network design & architecture
- Three-tier switching
- LAN/WAN design
- Routing & switching
- Multi-WAN load balancing & failover
- VLAN segmentation & trunking
- Inter-VLAN routing
- ACLs
- Guest isolation
- SSID/VLAN mapping
- PoE switching
- Static IP addressing plan
- NAT & port forwarding
- Fibre & Cat-6 cabling
- Wi-Fi access points
- High availability & uptime
- Network documentation

Surveillance, systems & platforms

- IP surveillance
- CCTV & NVR systems
- Capacity planning (H.265+)
- Cloud controllers & remote monitoring
- Cisco routers & switches
- TP-Link Omada
- Diagnostics & troubleshooting
- Hardware deployment & upgrades
- Google Workspace admin
- Microsoft 365 & Teams admin
- DNS & domains
- macOS, iOS, iPadOS, watchOS, tvOS
- Web development

IT operations & leadership

- ISP & vendor negotiation
- Capital project & budgets
- TCO & cost/benefit
- Quality assurance
- Procurement & lifecycle
- Escalation & SLA management
- Root cause analysis
- Change management
- SOPs & process improvement
- Digital transformation
- Team leadership & mentorship
- Cross-functional collaboration
- Executive & HNI relations
- Stakeholder management

EDUCATION

Bachelor of Engineering (B.E.), Electronics & Telecommunication Engineering (with IoT) — 2019–2022

Savitribai Phule Pune University (SPPU) · CGPA 8.72/10, First Class with Distinction

Diploma in Mechanical Engineering — 2017–2019

MSBTE, Nashik · 63.8%, First Class

LANGUAGES

English, Urdu, Hindi, Marathi fluent · **Arabic** fluent reading and writing, speaking in progress · **German** learning, basic level

CERTIFICATIONS & HONOURS

Apple Certified Support Technician (ACST) — Jul 2026

Apple Certified Repair Technician (ACRT) — Aug 2026

Best Student and Best Startup Idea — 2019

1st National Conference on Technology

Event Head, Student Council

During the B.E. programme

VENTURES

Mukhtar Networking
mukhtarnetworking.com

We Help Connect You. IT networking, CCTV and websites, since 2019.

Mukhtar App World
mukhtarapp.world

Apple-first apps for iPhone, iPad and Mac, with Android versions.

Arkaan: Pillars of Islam
arkaan.mukhtarapp.world

The studio's first app, submitted to the App Store in October 2026.

Let's build something that stays up.

Have a network, CCTV or IT project in mind? The quickest way to reach me is by email or phone.

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