



TAFSEER ABBAS

NETWORK ENGINEER

PROFILE

Dynamic IT professional with a solid background in technical support, system administration, and hardware maintenance, notably with Asian IT House. Excelled in software installation, network configuration, and providing comprehensive technical troubleshooting solutions. Proven expertise in enhancing system efficiency and reliability, complemented by a strong ability to impart technical knowledge and support to teams.

WORK EXPERIENCE

Fatima Jinnah Women University Rawalpindi

IT Support Specialist

11/2017- Present

- Manage Software Engineering labs and offices having 250 systems.
- Installation of OS, Windows, IOS and Linux and all required software.
- Hardware, software and network installation and troubleshooting, Security/Firewall and virtualization.
- Configuration of router, switches, WIFI devices and CCTV cameras and troubleshooting.
- Installation of printers and multimedia.
- Operate printers, copiers, or phone systems to facilitate office operations.
- Managed user accounts, permissions and access rights in Active Directory.
- Monitored performance of computer systems to ensure proper operation and optimal performance levels.
- Answered inbound phone calls, emails and live chat to troubleshoot equipment and devices.
- Monitored inventory levels of laboratory supplies, identified shortages, and ordered replacements when needed.
- Assisted in the preparation of laboratory equipment and materials for experiments, including setting up apparatus according to instructions.
- Provided training and instruction on proper lab techniques and safety procedures.
- Provided technical support during experiments by troubleshooting any issues that arose

National Saving

Technical Assistant

01/2016-09/2017

- Installation of OS and all required software.
- Analyze and resolve all kinds of software, hardware and networks issues.
- Assisted with server maintenance, including backups, updates and patching.
- Provided technical support to internal staff on hardware and software issues.
- Documented procedures for installation, configuration and operation of various software programs.
- Recorded customer transactions and filed receipts.
- Created detailed spreadsheets for tracking financial data or other important information.

Asian IT House

IT Support Engineer

01/2014-05/2015

- Installed, configured, testing, and upgraded computer systems and network equipment.
- Deployed new PCs, laptops for users with OS Windows, IOS and Linux. installation and configuration of required software.
- Assisted in the design, implementation and management of LANs, WANs and Wi-Fi networks.
- Diagnosed system problems and identified appropriate solutions.
- Monitored system performance and provided proactive maintenance services.
- Troubleshot issues on device-specific problems, network performance, and internet connectivity.

CONTACT

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CERTIFICATIONS

- CCNP Cisco Certified
- Network Administrator Certified by NAVTEC (Govt. of Pakistan)
- MS OFFICE Microsoft Certified

EDUCATION

2009 - 2013

IQRA UNIVERSITY

- BS Computer Science

2006 - 2008

AL-SUFFAH INTERMEDIAT
SCIENCE COLLEGE

- Pre-Engineering

SKILLS

- System Administration
- Network Configurations
- Software Installation
- Hardware Maintenance
- Technical Support
- Technical Troubleshooting

LANGUAGES

- URDU
- English