

Seeking a position in life to utilize my skills and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

Professional Experience / 6 Years

NETWORK ENGINEER / CURVE TECHNOLOGIES - Islamabad, Pakistan

Mar 2024 - Present

- Designing, installing and maintaining computer networks, including hardware, software and configurations of different vendor devices like Fortinet Firewalls (Fortigate 2600F), Alcatel Switches (OS6900X24-F, OS6900C32E-F, OS6860N-P24M).
- Implementing and testing network solutions and ensuring system availability and reliability.
- Troubleshooting and diagnosing network and system issues and finding solutions.
- Performing routine network maintenance and installing upgrades and service packs.
- Maintaining computer networks including mainframes,VPNs, routers, and other physical hardware.
- Investigating faults in the network.
- Updating network equipment to the latest firmware releases.
- Diagnosing, and resolving hardware, software, and other network and system problems.

NETWORK & SYSTEM SUPPORT ENGINEER / MARI PETROLEUM COMPANY LIMITED - Islamabad, Pakistan

May 2023 - Feb 2024

Working with **Mari Petroleum Company Limited** as **Network & System Support Engineer** at **Rig Mari-5** from May, 2023 to February, 2024 and my key responsibilities are:

- Firewall management and Network Security Control like Sophos XG 125 & XG 126 Hardware Firewall Administration, (VLAN, VPN, Load Balancing, WAN, LAN, DNS, DHCP, User Rules & Policies, etc.)
- PBX & VOIP phones administration (Trunks, Inbound, Outbound, Routes, Local Extension)
- Administer and manage Unifi Wireless Mesh Network, P2P Network, P2MP Network
- Administer and manage Network Area Storage (NAS)
- CCTV Cameras Installation and monitoring
- Proactively ensure the highest levels of systems and infrastructure availability for reports generating systems like Open wells reporting system, Mud Logging Unit systems and SAP systems.
- Installing and configuring new technology to be implemented by the company, such as hardware, operative systems, and programs or applications
- Carrying out diagnostics on malfunctioning hardware or software
- Provide help desk / technical support assistance to Local and Remote end users.
- Making Sure Antivirus definition and other critical software's must be up to date.
- Upgrade/Replace Systems (Desktop, Laptop, Switches, Routers, AP's) with latest Technology when complete its life as per company standard.
- Responsible for the commissioning and decommissioning of all IT equipment and Network system on Rig Mobilization from one Site to another Site.
- Proactively ensure the highest levels of communication and infrastructure availability in case of any emergency as most of the time Rigs are located at high Red Zone areas in Pakistan.
- Initiated the Purchase Requisition of desired IT equipment via SAP.

SERVICE DESK ENGINEER / KHUSHHALI MICROFINANCE BANK LIMITED - Islamabad, Pakistan

Jun 2022 - May 2023

- Solving technical problems in different operating systems and Networks.
- Installing and configuring desktop/Laptop hardware, operating systems, antivirus and different applications.
- Troubleshoot various network issues affect solutions and collaborate with staff and outside vendors to resolve complex problems.
- Plan, tested and executed the configuration and installation of Nadra Bio Metric System in almost 250 KMBL branches Nationwide.
- Microsoft Active Directories Configuration.
- User administration (Setup and Maintaining Domain Account),
- Configuration and Troubleshooting Terminal Servers at corporate office and Nationwide.
- Configuration and Troubleshooting Print servers at corporate office and Nationwide.
- Configuration of cisco IP phones.
- 1st Level Network Support to Nationwide Branches.
- Planning and maintain IT Asset Nation Wide for branches and corporate office.
- Roll out new branches in a calendar year.
- Dealing with different Vendors for KMBL.
- Audit Coordination
- Proper escalation of issues to management and vendors according to established guidelines and policies.

IT SUPPORT OFFICER / ASKARI BANK LIMITED - Islamabad, Pakistan

Nov 2019 - Jun 2022

- Provide both on-site and remote support, a serving as an initial point of escalation for the Askari Bank Employees and Branches.

- Provide support for stand-alone and LAN PC users, including upgrades, installation, troubleshooting and maintenance.
- Maintain user accounts, computers, and groups within Active Directory.
- Image, assign, deploy, and support assets including desktops, laptops, Scanners, Printers, Simple and Mobile Biometric devices and accessories.
- Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications
- Provide support for assigned units of all network components including network accessories, lines, cabling, PCs, servers, printers, ATMs, and machines and
- Maintain asset movement documents and databases.
- Maintain equipment or coordinate with vendors to ensure high availability and service levels.
- Record and document troubleshooting processes.
- Migration from Domino Lotus email to Outlook 365 Exchange.
- Assist in maintaining of server and network infrastructure (i.e., cable management, port documentation).
- Troubleshoot and resolve print, network, and connectivity issues.
- Offer unparalleled customer support to end users.
- Strong knowledge of Microsoft Office products and particularly Excel.

WIRELESS TECHNICIAN / 502 BASE WORKSHOP (EME) - Rawalpindi, Pakistan

Jul 2018 - Oct 2019

- Worked as Wireless Technician hardware and software level 1 and level 2.
- Troubleshoot different Harris Communication Radio Sets i.e. RF-5800, Solar Panels, RF-7800, RF-5211 VSM.
- Repair Hand set, RF-5211 VSM and RF-5800 Man pack radio equipment of Pakistan Army.
- Manage and make report of RF equipment's of Pakistan Army unit wise.

NETWORK SUPPORT ENGINEER / PTCL - ETISALAT - Islamabad, Pakistan

Mar 2017 - Mar 2018

- Worked as Network Support Intern under National internship program in PTCL HQ Islamabad.
- Managed the project of PTCL HQ Wi-Fi hotspot by providing operational support and project. Implementation for Cisco-based network infrastructure, including switching, cabling, load balancing.
- Performed installation, configuration and Troubleshooting of LAN/WAN devices
- Day to day Level - 1 related support for all Internal site (PTCL).
- Installing new hardware (printers, computer workstations etc.).
- Installing and configuring all kind of Printers (Network, standalone).

Education

University of Arid Agriculture, Murree Road / Masters , Information Technology (2016) / 3.0 CGPA

(Rawalpindi)

Skills

- | | | |
|---|-------------------------------------|-----------------------------|
| ■ ■ ■ ■ ■ End User Support | ■ ■ ■ ■ ■ Microsoft Exchange | ■ ■ ■ ■ ■ Technical Support |
| ■ ■ ■ ■ ■ Windows Server configure & troubleshoot | ■ ■ ■ ■ ■ Active Directory services | ■ ■ ■ ■ ■ Network Security |

Functional Areas

Information Technology

Industries

Information Technology

Languages

Pashto - Native
Urdu - Native
English - Medium