

BILAL PERVAIZ

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OBJECTIVE:

- I seek challenging opportunities where I can fully use my skills for the success of the organization.
- I am seeking employment with a company where I can grow professionally and personally.
- I am seeking a company where I can use my experience and education to help the company meet and surpass its goals.

EDUCATION:

- 2014-2018** **Bachelor Of Science (INFORMATION TECHNOLOGY)**, From BIIT, Arid Agriculture University Rawalpindi, Pakistan
- 2012-2014** **ICS**, From Rawal College Of Commerce, Peshawar Road Rawalpindi, Pakistan
- 2010-2012** **Matric**, From Titans Merry Dale Public School Rawalpindi, Pakistan

CERTIFICATION:

Duration: 6 Months [7-March-22 to 6-Sep-2022]

- **Network CCNA & CYBER SECURITY Training, KJP Program (6 Months)**, Hazza Institute of Technology Islamabad

PROFESSIONAL EXPERIENCE:

1. Senior System Support Engineer At Express Media Group, Islamabad

[Join 1-Jan-2024 Present]

- Monitored and Maintained In-House Data Center
- Virtualization Technologies Knowledge of VMware ESXi & Virtual machines
- Installation of window servers 2003/2008/2012/Active Directory/DHCP/DNS
- Pfsense firewall monitor and troubleshoot & Monitor NMS System
- Knowledge of installing, configuring, and maintaining Backup Veeam Software & Achronic.
- Handle and troubleshoot LAN & WAN Techniques/ CCTV Cameras Monitor
- Installation of Microsoft Windows 7/10/XP, Software, and troubleshooting hardware issues.

2. IT Support Engineer At Mind Storm Communications, Rawalpindi

[Join 30-Aug-2023 to 30-Dec-2023]

- Configuration of network devices & Monitored Cloud-based Server
- Manage Dialer and Maintain Calling system for agents
- Monitor Virtual machines and resolve technical problems
- Create soft and web phones for users and maintain the calls to end users
- Monitor all networks and Troubleshoot and assist technical issues at end users.
- Installation of operating system & Resolve software/hardware issues

3. IT Support Engineer At Edge MD Solutions SMC (Pvt) Ltd Rawalpindi

[Join 12-Dec-2022 to 28-August-2023]

Duration: 8 Months

- Installation, Network Configuration of Switch & Mikrotik Router

- Optimize network performances and reliability by maintaining hardware and software, analyzing technical issues, and ensuring availability to system users
- Configuration of Attendance Machine and manages all user's records.
- Administrated the technician team to maintain the wired LAN/WAN and landlines infrastructure.
- Under Supervision conduct Students' Digital Online SAT Exams.
- Maintain Labs & Resolve Client-side network / Hardware and software issues.
- Installation of Operating System Window 7/8/10/11, Mac/Linux & Software installation
- Responding to inquiries from staff, administrators, service providers, site personnel, outside vendors to provide technical assistance and support based on queries.
- CCTV IP Cameras Monitor & Troubleshoot
- Manage PTCL Land Line Voice Extension Exchange.
- Monitoring and troubleshooting printer, scanner, projectors, Smart Board, and Smart Screen issues.
- Coordination with vendors to provide technical assistance and support based on query.

4. "IT Support Officer At BlueEx (Universal Network Systems Ltd)" Rawalpindi

[Join 1, April 2021 to 30, Nov 2022]

Duration: 1.8 year

- Installation, Network Configuration of Cisco Switch & Router
- Evaluate network performances, reliability & troubleshoots, resolve network problems.
- Resolve Client-side Network, Hardware and Printers issues
- Manage PTCL Land Line Exchange & Troubleshoot CCTV Ip Cameras/ Ip-phones
- Configuration of Outlook mail & VPN connectivity
- Maintain the inventory and all the relevant documents.

NETWORKING INTERNSHIP:

Duration: [Nov 21 to Dec 31, 2018]

1. Internship at **Shifa International Hospital**, H8 Islamabad

KEY SKILLS:

- Full Command of Networking & Hardware Concepts
- Configuration of Cisco Switch (Vlan, Vtp)
- Concept of VMware, Hypervisor, Hyper-v, VMware ESXi
- Installation of Windows Server 2012, Active Directory Create users, Group Policy
- Configuration of DHCP Server and Replicate Server.
- Concept of Cloud & Virtualization
- Installation of cloud server

LANGUAGES:

- English, Urdu, Punjabi

PERSONAL INFORMATION:

Father Name:	Pervaiz Akhtar
CNIC:	37405-1884482-9
Religion:	Muslim
Nationality:	Pakistan