

# AQSAA KHATTAK

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## HIGHLY SKILLED & ANALYTICAL IT PROFESSIONAL IT INFRASTRUCTURE | NETWORK ENGINEERING | NETWORK ARCHITECTURE

Results-oriented IT professional with 7+ years of experience and a strong technical foundation in network administration. Proven expertise in monitoring, streamlining, and troubleshooting network systems to ensure seamless information flow. Skilled in optimizing large-scale IT infrastructures, conducting End-to-End (E2E) testing, and identifying data discrepancies with precision. Adept at applying industry best practices and advanced tools for network management, support, and maintenance. Strong analytical skills and attention to detail enable accurate fault detection and resolution. A collaborative team player with leadership capabilities, committed to delivering top-tier user and customer experiences

### Areas of Expertise:

IT Infrastructure | LAN/WAN Management

Network Engineering | Data Center and Server Administration | TCP/IP & DNS Management | Network Topology  
| Network Administration | Network Protocols | Network Infrastructure | Router, Firewall and VPN Configuration

Project Management | Relationship Building/Management | Teamwork | Collaboration | Written and Oral Communication

### Technical Proficiencies:

JIRA | MS Office Suite | Adobe Illustrator | Adobe Photoshop | PRTG (NMS) | Cisco Packet Tracer  
Network Monitoring Software ITSM | SolarWinds (NMS) | Canva | PuTTY | IbisPaintX

## PROFESSIONAL EXPERIENCE

SPECIAL COMMUNICATIONS ORGANIZATION – SCO; Rawalpindi, Pakistan

2020 – 2024

### IT Engineer

Address and resolve networking issues with field staff in regions of Azad Jammu Kashmir and Gilgit-Baltistan (AJK&GB). Manage the feasibility of DSL and Fiber Virtual Private Networks (VPNs) across territory. Conduct end-to-end testing of new connections. Maintain open communication with customers by handling queries and providing timely, effective solutions. Keep accurate records of network and data center technical documents and reports.

- Developing and maintaining escalation matrices and Service Level Agreements (SLAs) for DSL networks across AJK & GB, ensuring seamless connectivity and efficient network communication systems.
- Proficient in coordinating with sector engineers to update feasibility reports for new DSL VPNs and provide timely feedback, effectively minimizing network downtime and ensuring optimal performance
- Maintaining optimized network performance by rectifying identified faults, resolving emerging network issues through efficient monitoring, and troubleshooting LAN networks in SCO premises.
- Centralized Wi-Fi system and device management at HQ SCO, ensuring 100% uptime, installing and managing access points to expand network coverage, and overseeing new user account management to enhance accessibility
- Maintained optimal operational uptime for CCTV IP cameras at HQ SCO, ensuring a secure surveillance system, troubleshooting and resolving issues, procuring and installing new cameras, and coordinating with teams for system design and integration
- Ensure top-functionality and upkeep of network assets through passive network equipment maintenance, including managing cabling system and port details as well as tagging equipment appropriately.

**ENGINEERING GROUP; Islamabad, Pakistan****2018 – 2020****GNOC Engineer & Coordinator**

Managed passive web-based operations and maintenance (O&M) of telecom solutions and infrastructure for African and Middle Eastern regions. Established operational procedures to ensure data accuracy and authenticity on IT Service Management (ITSM) platforms, with rigorous follow-ups. Conducted weekly and monthly performance assessments, resolving discrepancies based on key quality indicators.

- Oversaw daily ITSM operations for seamless execution. Led new projects in line with predefined scope across digital platforms, ensuring alignment with Service Level Agreements (SLAs)
- Collaborated with application development teams to enhance user experience, monitored platforms, and reported issues and bugs via JIRA.

**HABIB BANK LIMITED; Islamabad, Pakistan****2016 – 2018****Network/System Engineer**

Provided 24/7 network support to 600 branches, including the headquarters, through monitoring and troubleshooting. Ensured smooth network operations by preparing and reviewing reports to identify issues. Acted as the main contact for hardware support, software installations, updates, port security, and device configuration.

- Improved network security by implementing Microsoft System Center Configuration Manager (SCCM) across branches.
- Streamlined vendor management by supervising vendor teams and offering ongoing support.

## TRAINING & CERTIFICATIONS

**Introduction to Computer Networking for Non-Techies – Udemy (2024)**

**IPV4 to IPV6 Migration Workshop – SCO (2023)**

**Graphic Designing Diploma from Nifty Sphere – Institute of Art & Design (2021)**

**Cisco Certified Network Associate – CCNA Certification (2021)**

**Fiber to the X (FTTX) and Gigabit Passive Optical Networks (GPON) Training (2020)**

**Team Building and Conflict Resolution Training (2018) | Advanced Microsoft Office Training (2016)**

## EDUCATION

**NUST SEECS; Islamabad, Pakistan**

**MS Information Technology (2020); CGPA: 3.15**

**COMSATS UNIVERSITY; Islamabad, Pakistan**

**BS Electrical in Computer Engineering (2016); CGPA: 3.36**

**NIFTY INSTITUTE OF ARTS & DESIGN; Islamabad, Pakistan**

**Diploma in Graphic Design (2021)**