

ABOUT ME

BS Computer Science | Technical Coordinator @Gaichu Managed Services | Expert in L1 Support | Field Operations Management | Dispatch Coordination | Skilled in Remote Troubleshooting | Ensuring Optimal Service Delivery | Collaborating with Global Teams to Resolve Technical Challenges

WORK EXPERIENCE

11/2024 – CURRENT Rawalpindi, Pakistan

TECHNICAL COORDINATOR GAICHU MANAGED SERVICES

- Providing technical support to Field Engineers all over the world
- Providing level 1 network support
- Working with different clients from every part of the world

5/2024 – 11/2024 Islamabad

Google for Education Trainer / Project Coordinator Tech Valley Pakistan

- Designed and delivered comprehensive training programs for educators and students while ensuring seamless adoption of digital tools
- Coordinated project timelines, resources, and communication between school leadership, IT departments, and Google partners
- Deployed and managed Google Workspace environments; administered Google Admin Console for user, security, and app configurations

06/2023 – 1/2024 Karachi, Pakistan

Web Developer (INTERN) Hammi's System

- Developed responsive web pages using HTML5 and CSS3, ensuring seamless user experiences across devices
- Converted PSD designs to HTML/CSS, delivering pixel-perfect and functional web interfaces
- Gained hands-on experience in Node.js, contributing to development of scalable server-side applications

EDUCATION AND TRAINING

2018 – 2022 Mansehra, Pakistan

BS Computer Science Hazara University Mansehra

CGPA: 3.2

2017 Mansehra, Pakistan

INTERMEDIATE (PRE-ENGINEERING) Jinnah Colleges Mansehra (BISE Abbottabad)

2015 Mansehra, Pakistan

MATRIC Ever Green public School Mansehra (BISE Abbottabad)

LANGUAGE SKILLS

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1

UNDERSTANDING**SPEAKING****WRITING**

Listening

Reading

Spoken production Spoken interaction

URDU

C2

C2

C2

C2

C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Network Troubleshooting | Technical Support. | Technical Evaluations | Firewall Configuration | Site survey | PuTTY | Cisco WebEx | Salesforce | Microsoft Teams | Team Viewer, AnyDesk | Google Workspace

PROJECTS

11/2024 – CURRENT

Walgreens NaaS Transformation

As a Technical Project Coordinator, overseeing the upgrade of Walgreens network infrastructure as part of NaaS Transformation. This involves replacing outdated Cisco devices with state-of-the-art Aruba devices, including access points, switches, and Fortinet FortiGate firewalls. Ensuring timely dispatch of field engineers, delivery of new hardware, activity on-site, and shipping back old equipment to its destination.

11/2024 – CURRENT

Daily Tickets

Daily operational tasks for various clients, i.e. NSC Global, Genesis Networks, VEI Global, Endeavour Managed Services, Excel Red Stone Converged Solutions, China Telecom, etc. Includes troubleshooting network issues and management and replacement of network devices like routers, cradle points, cables, CCTV cameras, access points, firewalls, etc. evaluation and dispatch of field technicians, timely arrival, and on-site efficient performance.

RECOMMENDATIONS

Zeeshan Mehmood Chief Technical Officer - Gaichu Managed Services

Working under his supervision in Gaichu.

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Kiran Arshad Technical Manager

Working in the technical team under her leadership at Gaichu.

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