

Muhammad Zeeshan Khan

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PROFESSIONAL PROFILE

Dedicated and motivated professional with a strong work ethic and a results-oriented mindset. Possesses excellent communication problem-solving, and adaptability skills, enabling success in dynamic and fast-paced work environments. Committed to delivering high-quality results, collaborating effectively with team members, and continuously developing professional skills to contribute to organizational growth and success.

EDUCATION

Bs Electronics & Electrical Engineering
The University Of Lahore

EXPERIENCES

National Energy And Technologies Corporation

Admin & Services Assistant

As a Procurement & Administration Internee, I provide operational and administrative support to both the Procurement and Administration departments. In Procurement, I assist in processing purchase requisitions, obtaining and evaluating quotations, preparing comparative statements for vendor evaluation, coordinating with vendors, supporting the preparation of Purchase Orders (POs), and maintaining accurate procurement records and documentation. In Administration, I maintain and update billing records, verify and organize invoices, prepare billing documents for Minute Sheet processing, maintain administrative records and filing systems, and provide day-to-day administrative support to ensure the smooth and efficient functioning of office operations.

Pakistan Telecommunication Company Limited, Islamabad

Technical Support Associate

- Delivered end-to-end technical support by diagnosing and resolving complex network and backend configuration issues.
- Monitored and maintained network operations to ensure system reliability and minimal downtime.
- Collaborated with cross-functional engineering teams to streamline workflows and improve service delivery.
- Implemented process enhancements that boosted operational efficiency and reduced recurring faults.
- Ensured high customer satisfaction by providing timely resolutions and proactive technical guidance.

Sky Electric Pvt. Limited, Headquarters Islamabad

Officer CE

- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues.
- Document knowledge in the form of knowledge base tech notes and articles.
- Refer to internal databases or external resources to provide accurate tech solutions.
- Track computer system issues through to resolution, within agreed time limits.

Mindbridge Pvt. Limited, Lahore

Customer Support Representative - VOY, US Based Campaign International

- Managed and forecasted queue traffic for the APAC region, improving chat flow efficiency.
- Resolved customer complaints promptly and professionally, maintaining high satisfaction levels.
- Collaborated with sales, marketing, and technical teams to resolve escalated issues.
- Implemented process improvements to enhance operational efficiency and customer retention.

Pakistan Telecommunication Authority (PTA) Headquarters, Islamabad.

Management Trainee Officer (MTO) - Services Department Type Approval, Commercial & Personal NOC.

- Managed Personal and Commercial NOCs and mobile registration projects.
- Ensured compliance with regulatory frameworks and technical standards.
- Developed strong communication and analytical skills while working in cross-functional teams.

FINAL YEAR PROJECT

Photovoltaic (PV) Grid System

- The project has demonstrated that power from a renewable energy source such as solar can be fed into a power system that produces power from diesel generators and hydropower.
- With the appropriate project size and site, the affected recipient community and the host organization (the power utility) could better appreciate the impacts of this type of project.
- PV grid connected projects are technically capable of reducing fossil fuels that are used for power generation and therefore it could be used as a tool for mitigating climate.

SKILLS

Creative Thinking Customer Support

Management Effective

Communication Skills Ms Office

(Word, Excel, Power Point) Project

Management

Quality Specialist

LANGUAGES

English

Urdu

Punjabi

Sariki