
OBJECTIVE:

A network-oriented person, able to develop and lead a team of individuals & Can work independently and exceed expectations.

EXPERIENCE RUNDOWN:

Media Club Interactive
System administrator

Sep 2018 to Jan2020

- Providing System Support to different users in the Organization such as Desktop , Laptop of different Operating System such as Windows and MAC .
- Using different services of AWS and using Linux.
- Responsible for management and monitoring of systems.

GADITEK Associates
Technical Support Engineer

May 2016 to Sep 2018

- Providing support to global customers and Local customers.
- Guidance to customers for VPN in different OS such as MAC/Windows/Android/iOS/Linux/Routers – manually and via Application.
- Assistance to global customers via Web Live Chat and Zendesk tickets.
- Retaining Customers on Live Chat and Tickets.
- Checking customer insights on CRM and Managing Presales.
- VPN protocols assistance to worldwide users (PPTP/L2TP/SSTP/IPSEC/TCP/ UDP).
- Remote assistance via team viewer

1 Link(Guarantee) Ltd
IT Engineer (NOC)

September 2015 to January 2016

- Providing L1 and L2 support with escalating to L3 support.
- Monitoring Data Centre, Phoenix, Bill payment system and Network monitoring system.
- Managing IT Service help desk.
- Switching activities from DR to primary site and vice versa . • Entertaining clients' complains through ticketing system.

Evolution Technologies
Technical Support Engineer

January 2014 to July 2015

- To solve clients technical issues at their respective sites.
- Providing complete support/Project coordination in installation of optical fiber, Datacom and power projects.
- Providing support in splicing of optical fiber, BTS Sites, site surveying and planning.
- Installation of battery bank (DELTA/RITAR) at ZONG MSC Karachi.
- Deployment of Optical Fiber at SIDDIQSONS , Karachi.

Samaa Al-Mamoorah Trd. Oman
Business Executive

March 2012 to December 2013

- Provide customer service for vehicles and their customers.
 - Maintain documents and accounts.
 - Managed vehicles & Parts' sale under gulf specification and US specification models for Toyota, Lexus, Nissan and Chrysler.
 - To market and pasting ads of different vehicles on different selling websites
 - Support to staff for repair & maintenance of vehicles.
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PTCL Karachi - Switch Dept.
Trainee Engineer

January 2012 to February 2012

- Worked on C5(MSAN) NGN HUAWEI project which consisted of migration of ALCATEL to HUAWEI & it was purely based of installation of Switching system .
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EDUCATIONAL BACKGROUND:

- **BS(Telecom Engineer)** from Mohammad Ali Jinnah University Karachi ,2011 (**3.28 CGPA**).
 - **High secondary school (Pre-Engineering)** from Bahria College Karsaz Karachi , 2005 .
 - **Secondary school (Science)** from Pakistan School Muscat Oman , 2003 .
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CERTIFICATIONS:

- IT ENGINEER Aptitude Online Certificate - Teknotris (CTTC - Oman) in October 2012 • CCNA.
 - AWS(Amazon web services) Solutions Architect.
 - Participated in PYTHON Workshop and achieved participating certificate which was held by Omni Academy.
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SKILLS:

- MATLAB , Packet tracer , MS Office , Customer service and Customer retention.
 - Firewalls , Routing , Switching ,IP Multimedia system(IMS), Network Management System(NMS) and Python.
 - Amazon EC2 , Amazon S3 , Amazon RDS , Cloud watch and other services.
 - Using different AWS CLI Commands and AWS Regions on Power shell and Python. • Valid GCC driving license.
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