

ANAS AHMED

IT Engineer

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B. Area, Karachi.

CERTIFICATION

Basic Networking

IT Support Skill
Installing and Configuring
Windows Sever Active
Directory Server .

Managing and
Administrating all user
domains and accounts.

Networking Lan and Wan
troubleshooting,

Networking
Auditing, Knowledge of
configuration and
maintenance.

DHCP (Dynamic host
configuration
protocol), VPN (Virtual
Private

Network), DNS (Domain
Name Service)

Configuring and Sharing
PC's, Printer's.

Hardware Assembling &
Disassembling trouble
shooting

CAREER OBJECTIVE

To work in an organization where I can fulfill my dream to become as successful IT Support Engineer in the organization.

TECHNICAL SKILLS

- Operating System: Window Sever, XP, 7 –8,
- Hardware: Assembling and disassembling the computer, cabling , Troubleshooting
- Networking Skill: IP Address, Gateway, Default Gateway, OSI Model Layer, Subnetting, LAN, WAN, Firewall, DHCP, VPN, DNS, Active Directory, Knowledge of configuration and maintenance, Installing and Configuring Windows Sever Active Directory Server, Managing and Administrating all user domains and accounts.

WORK EXPERIENCE

Working AS IT Help Desk Officer in Otsuka Pakistan LTD

- Installing and configuring computer hardware operating systems and applications;
 - Monitoring and maintaining computer systems and networks;
 - talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
 - Troubleshooting system and network problems and diagnosing and solving hardware or software faults;
 - Replacing parts as required;
 - Providing support, including procedural documentation and relevant reports;
 - Following diagrams and written instructions to repair a fault or set up a system;
 - Supporting the roll-out of new applications;
 - Setting up new users' accounts and profiles and dealing with password issues;
 - Responding within agreed time limits to call-outs;
 - working continuously on a task until completion (or referral to third parties, if appropriate);
 - Prioritising and managing many open cases at one time;
 - Rapidly establishing a good working relationship with customers and other professionals, such as software developers;
 - Testing and evaluating new technology;
 - Conducting electrical safety checks on computer equipment.
- Configuration Of Exchanger Server and Backup of
ExchangerServer

Configure and Installation Printer and Scanner Troubleshooting printer and diagnosing and solving printer issue

September'2016 –December'2016,Internship at Cns Engineering

- Installing and Configuring Windows Sever Active Directory Server .
- Managing and Administrating all user domains and accounts.
- Networking Lan and Wan troubleshooting, Networking Auditing,Knowledge of configuration and maintenance.
- D H C P (Dynamic host configuration protocol),V P N (Virtual Private Network),D N S(Domain Name Service)
- Configuring and Sharing PC's and Printer's
- Office 365

Hardware Assembling & Disassembling trouble shooting

July '2015 – October' 2015, Internship at KSS Engineering Pvt Ltd

- Performed ATP with zero snags on CMPAK & Mobilink Project.
- Performed Alarm testing and alarm verification on multiple sites of CMPak & Mobilink
- Troubleshooting, Rectification And resolving KPI issue.
- Involved in Documentation of ATP file, extracting POs

EDUCATION

- BS in Information Technology (2011-2015)
Preston University
- Higher Secondary School Certificate (2007-2010)
Allama Iqbal Govt. College for Men
- Secondary School Certificsate (2005-2007)
Muhammadi Public School