**Moiz Ahmed Khan**

**Contact Information:**

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Career Objective

Seeking a fulfilling and challenging position that allow utilization of my skills and provide experience in the network and system engineering areas of Information Technology.

Experience

Job Title (Current) Resident Engineer (Acting As Service Coordinator) on PTCL 448 Project

Organization INBOX BUSINESS TECHNOLOGY

Duration Present

Job Title Internee

Organization NIP on PTCL IT Department

Duration June17-June18

Job Title IT Help-Desk Officer on PTCL Project

Organization INBOX BUSINESS TECHNOLOGY

Duration June 2016 to July 2017

Job Title Internee

Organization CAA (Electronic Department)

Duration June14-June14

**Current Job Responsibilities:**

Managed to provide first Level Support to PTCL End User.  
• Managed Team of 15 I.T Engineers to cover PTCL complete South Region (Sindh and Balochistan).  
• Manage IT projects (laptop distribution, Antivirus Project).  
• Coordinate, assigned tasks to engineers.  
• Status reporting to PTCL & Inbox stakeholders.  
• Ensure smooth coordination amongst all stakeholders.  
• Conduct Project meetings.  
• Ensure compliance as per Quality Assurance Standards and Service Level Agreement.

**Key responsibilities included:**

• Incident logging and tracking.  
• Provide initial support and resolution to end users during the initial contact.  
• Route requests to support groups when incidents are not resolved during initial support.  
• Monitor status and progress toward resolution of all open incidents.  
• Keep affected users informed about progress of incidents and requests.  
• Escalate the issue if necessary – prioritizing issues.  
• Communicate with relevant parties for resolution of end user requests and issues.  
• Detect potential trends and liaise with internal and external parties for problem management where applicable.  
• Maintaining tickets company record on Alexxo server.  
• Mirroring all the incidents logged on PTCL IT Helpdesk CA to Inbox Alexxo.

Educational Background

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| --- | --- | --- |
| **Degree** | **Institute** | **Division/Grade** |
| MBA in Supply Chain | Sindh Madrassa tul Islam University | First |
| BS in Electronic Engineering | Sir Syed University of Engineering & Technology | First |
| Intermediate | Board of Intermediate Karachi | “B” |
| Matriculation | Board of Secondary Education Karachi | “A” |

Certifications

|  |  |  |
| --- | --- | --- |
| **Certificate** | **Institute** | **Status** |
| Introduction to Cisco Networking | Coursera | Completed |
| NIP Development Activity ‘Functional Training-2’ | PTCL | Completed |
| CPD Framework for Professional Development Of Engineers (0.5 CPD Credit Point) | Pakistan Engineering Council | Completed |
| Electronics Engineering | CAA | Completed |
| The Seminar of Youth The Leader Of Tomorrow | Sports & Youth Affairs Department Government Of Sindh | Completed |
| Information Security Awareness-ISO 27001:2013 –COVID 19 Update | On behalf of Inbox Business Technologies owing to Udemy | Completed |
| IT Helpdesk Professional | On behalf of Inbox Business Technologies owing to Udemy | Completed |
| The Guide to macOS Mojave | On behalf of Inbox Business Technologies owing to Udemy | Completed |
| Assertiveness Basics: The 50-minute Communication Guide | On behalf of Inbox Business Technologies owing to Udemy | Completed |
| Brilliant Customer Service : How to Impress Your Customers | On behalf of Inbox Business Technologies owing to Udemy | Completed |

Personal Information

Father Name GHAYOOR AHMED

DOB 05 MAY 1992

C.N.I.C 42101-9248658-5

Domicile Sindh (Urban)

Marital Status Married

Address FEDERAL CAPITAL AREA, KARACHI, PAKISTAN.