# **Muhammad Farhan Khan**

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**PROFESSIONAL SUMMARY**

System Engineer with five years of experience helping clients maintain smooth operations. Commended for rapidly and effectively resolving downtime and efficiently integrating new hardware and components.

**SKILLS**

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| Windows Server 2012/2008 | Windows 7/8/10 |
| Active Directory | Technical Support |
| System Installation & Configuration | Network Trouble shooting |
| System Troubleshooting | System Administration |

**WORK EXPERIENCE**

System Engineer – Xper2go Pvt. Ltd

Mar 2022 – Present Karachi

* Responsible to ensure the availability and reliability of IT Systems, Network and Services by providing Technical Support for US Client's Servers, Desktop, Laptop, Printers and Network.
* Provide Level I & II remote support to US Clients, troubleshoots the issue with desktop/laptops, printers, scanners.
* Provide Support and resolved issues with Hotels Property Management Systems (Galaxy Light Speed, Visual Matrix, Opera PMS.
* Working on service desk software’s including ConnectWise Manage and Autotask by Datto.
* Working on remote session tools like Datto RMM and LabTech.
* Working on IT Management and documentation tools like IT Glue.
* Remotely diagnose and troubleshoot WAN and LAN connection, cabling and equipment issues at client locations.
* Monitor and troubleshoot WiFi and network issues on equipment and user devices.
* Troubleshoot issues related to client server connectivity.
* Installing and upgrading different Windows Operating System versions.
* Installing and troubleshooting local and network printers.
* Creating user accounts in Active Directory and dealing with password issues of clients.
* Perform Outlook installation, configuration and basic troubleshooting.
* Performing routine audits of systems and software.
* Resolving problems both directly from customer and through technical escalation.
* Documenting the configuration of the system and troubleshooting steps taken to resolve the network or system issue.
* Analyzing system logs and identifying potential issues with computer systems.

Resident IT Engineer - Pak Arab Refinery C/O SG Technical Pvt. LTD

Jan 2020 – Mar 2022 Karachi

* Participates in commissioning and acceptance testing of newly installed computer systems
* Managing Video conference meeting through Polycom Video Conferencing System
* Patching of network cable when required.
* Performed technical support and troubleshooting services to optimize system performance.
* Set up hardware and software in optimal configurations to meet network performance requirements.
* Provided users with security software and network configuration support.
* Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
* Investigated and corrected problems with printers, copiers and other peripheral devices.
* Monitored network hardware operations to evaluate proper configuration.
* Offered friendly and efficient service to customers, handled challenging situations with ease.
* Carried out day-day-day duties accurately and efficiently.
* Used ticketing systems to manage and process support actions and requests.
* Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
* Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
* Spearheaded inventory control measures to replenish and maintain IT equipment, supplies, tools and replacement parts.

Resident IT Engineer - **Pak Arab Refinery C/O Mushko Pvt. LTD**

March 2016 – Dec 2019 Karachi

* Responsible for installing and configuring multiple operating systems which include Windows 10, Windows 7, Windows 8.
* Troubleshooting Network Infrastructure problems and Support to Users.
* Hardware, Software & Network Support to internal Users.
* Management of Kaspersky Anti-Virus Enterprise Solution, and updates.
* Be a part of the Helpdesk team to resolve the end user reported issues.
* Windows 7, Windows 8, Windows 10 pro Desktop Support.
* Network Printers administration, installation and troubleshooting.

Customer Support Engineer - **PTCL**

March 2013 – August 2014 Karachi

* Oversaw, maintained, and conducted troubleshooting methods with regards to issues in customer Local area networks.
* Provided technical advice and assistance to customers concerning data communication equipment.
* Provided support related to exacting configurations of routers/modems.
* Presented Support of business internet services including DSL
* Provided desktop support for workstations and Laptops running Win 2000, 7, 8 and XP
* Works on AAA Portal to manage usage history, account status and session set up of customer connection. Works on CRM to maintain complain history of customers.
* Works on BNCC to preserve billing information of customer account and to provide customer care services more efficiently.
* Works on MMBB to perform operations like port refreshing, password resetting, and to witness the current status of connections from customer premises to internet.

IT Officer - **A & U Garments**

November 2010 – July 2012  Karachi

* Install, configure, and maintain personal computers, servers, Ethernet and other related equipment, devices, and systems.
* Talking staff through a series of actions either face to face or over the telephone to help set up systems or resolve issues.
* Providing technical support for internal users (support) with varying levels of IT knowledge.
* Troubleshooting system and network problems and diagnosing and solving hardware/software faults.

# EDUCATION

### Sir Syed University Of Engineering & Technology

### B.S in Computer Engineering, Graduated March 2009

### Course Work in Computer programming & graphics, Software Engineering, Data structures, Database management systems, Object Oriented Programming, Data communication, Computer Communication & Networks, Computer security, Artificial intelligence, Simulation & Modeling, VLSI design techniques.

### P.E.C.H.S Education Foundation College

### Higher Secondary Certification, Passed Dec 2004

### Course Work in Pre-Engineering

### Gulistan Shah Abdul Latif School

### Secondary Certification, Passed 2002

### Course Work in Computer Sciences

ACHIEVEMENTS

CCNA (Training)

MCSA Server 2012 (Training)

Certificate of Participation (Hi-tech Workshop, Microsoft ISA Server, 2006)

Fortinet Firewall (Training)