**SYED ATHER MAHMOOD**

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**OBJECTIVE:**

*To seek a challenging opportunity to demonstrate my skills, abilities to attain experience and knowledge in an organization offering scope for the career growth and professional development.*

**ACADEMIC QUALIFICATION:**

**Bachelors** : *Telecommunication*

**Name of Institution** : *Mehran University of Engineering &Technology (MUET).*

**PROFESSIONAL EXPERIENCE:**

*Jan’19- Present* **IBM Pakistan/Kyndryl Pakistan**

**Job Description:**

* 24\*7 Proactively monitor System/Network incidents affecting the customer’s services and ensure maximum availability and performance.
* Working as a **System Support Engineer in Operations and Services**.
* Logs collection of any problematic storages and provide to 2nd level Technical support team to make resolution plan.
* Monitoring LPAR’s ,Network by multiple tools Solarwind,IBM Data Server Manager,Tivoli Enterprise Portal.
* Check Faults and Alarms of different Power 8 and Power 9 Machines, Storages(V7000 & V9000) and Network Issues.
* Installing and configuring computer hardware, software, printers and scanners.
* Resolve operational issues with the coordination of technical teams.
* Manage and Monitor data center facilities APC/Vertiv cooling units and UPS(Emerson) with different monitoring tools like StructureWare Data Center Expert 7.5.0.
* I.T Asset Maintenance and Inventory.
* Monitor IBM PureFlex Blade Chassis, Huawei E9000 Chassis, Data replications services, Virtual Machines.
* Coordinate with the concerned Technical Support Services Engineer to perform action plan and vendor teams to resolve the issue.
* Physical checks and monitoring on Customers owned Hardware like HP Proliant Servers and Dell EMC Power Edge Machines installed in Central Data Center(CDC).
* Customer backup media management.

*Apr’17- Jan’19* **Chase Up Mall**

**Job Description:**

* Worked as an**I.T Officer**.
* Network & System Support to the users.
* Server/Data backups on daily routine.
* Implementing & Updating Antivirus System in a Server-Client Environment.
* Active Directory user management.
* Installing and configuring computer hardware, software, printers and scanners.
* I.T Asset Maintenance and Audits.
* Supervise Help desk and provide technical support.
* Call support to remote locations and Software Installation.

*Apr’15-Mar’17* **Inbox Business Technologies**

**Job Description:**

* Worked as a System Engineer.
* Installation,Configuration and Management of LAN and Wireless Network.
* Provide technical support to remote user through MS OCS and MS Lync 2013 communicator.
* Avaya Configuration Issues.
* Provides complete technical support in Video conferencing between different Mobilink Regional offices via Polycom Video Conferencing System (VIDEOCON).
* Providing Network connectivity.
* Diagnoses and resolves end-user network or local printer problems, looking PC hardware and notebooks problems relate to exchange mail, Internet, and local-area network access problems.
* Respond to IT-Helpdesk complaints through ticketing system.
* Troubleshooting the software and hardware.

*Jun’14- Mar’15* **MultilynxSystem** and **Networks (Mobilink I.T)**

**Job Description:**

Worked as Resident Engineer in IT Helpdesk team.

**Responsibilities are mentioned below**

* Call Center Technical Support.
* Outlook installation , configuration , troubleshooting
* Installation and updating of Desktop operating system and other software
* Install, Configure & maintain e-mail clients (MS Outlook )
* Troubleshooting of operating systems (Windows XP, Windows 7)
* Troubleshoot & Resolve any client level application.
* Remote Software/ Desktop troubleshooting
* Support on windows networking (wired and wireless)
* Physical setting up of computers and software, system installation for various computer applications and programs
* Client level Antivirus and troubleshooting
* Installation, configuration and troubleshooting of printers, scanner and peripheral devices.
* Respond to IT- Helpdesk complaints via email as well as on call.
* Escalating IT Helpdesk issues to 2nd tier and 3rd tier team.
* Visit different in-city and remote city location to rectify their network/ system related issue.
* Update complete McAfee Suite.
* Level-2 Escalations.

*May’12 – Jan’13* **Egyptian Pakistani Telecommunication Services Company.**

**Job Description:**

* Performed all the activities as a **BSS Engineer.**
* Troubleshooting of ALCATEL Equipment.
* Monitored Preventive Maintenance of the sites.
* Checked out Active Alarms through software and removal of the Issues.
* Offline Commissioning and Expansion of Hardware in the BTS Cabinet.

*May’10 – Jan’11* **[Multilynx Systems](http://www.linkedin.com/search?search=&currentCompany=C&company=Multilynx+System+and+Networks&sortCriteria=R&keepFacets=true&goback=%2Enpv_79288883_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1%2Enpv_46114186_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1" \o "Find users who have worked at this company)** [and](http://www.linkedin.com/search?search=&currentCompany=C&company=Multilynx+System+and+Networks&sortCriteria=R&keepFacets=true&goback=%2Enpv_79288883_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1%2Enpv_46114186_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1" \o "Find users who have worked at this company) **[Networks](http://www.linkedin.com/search?search=&currentCompany=C&company=Multilynx+System+and+Networks&sortCriteria=R&keepFacets=true&goback=%2Enpv_79288883_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1%2Enpv_46114186_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1" \o "Find users who have worked at this company)(Mobilink I.T)**

**Job Description:**

* *Install IT Standard Applications.*
* *Configuring computer hardware, operating systems and applications.*
* *Supporting the roll-out of new applications.*
* *Providing Technical Support to IT Clients.*
* *Managing Activities on the User level implementation and software up gradation.*
* *Troubleshooting Desktop’s problems remotely.*
* *Follow up service requests and IT web support mails related to Service requests*
* *Talking Staff /clients through a series of actions, either face to face or over the telephone to help set up systems or resolve Issues.*

**INTERPERSONAL SKILL:**

* *Collaborating and working well together with others.*
* *Ability to take initiative.*
* *Can work as a team member as well as an individual*
* *Understand the issues and able to resolve with full effort.*
* *Positive response and feedback from colleagues and seniors.*

**PERSONAL PROFILE:**

Father’s Name : *Syed Mahmood-ul-Hassan*

Nationality : *Pakistani*

Languages : *English and Urdu.*

***References and further details will be furnished on demand.***