






Muhammad Sajid

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Soft Skills

Punctuality

Hard worker

Commitment

Quick Learner

Languages

Urdu : Native speaker

English: Working knowledge

Professional Summary

To obtain a challenging position in leading organization. The position should offer development and recognition on exchange of dedication maximum efforts & best performance utilizing my knowledge and experience.

Experience

Sunbonn (Technology)

Associate Network Engineer - Permanent

October 2022- Present

- LAN support and ticket logging for Desktop and Laptop users during the tenure
- Problem Monitoring & Escalation as per specified procedures
- Maintain up-to-date network inventory, network diagram
- Hands on Routers Cisco, Huawei, Router, TP-Link
- Monitoring of Upstream bandwidths from multiple vendors (i.e. PTCL, StromFiber, and Transworld)
- Proactive Network monitoring on PRTG, MRTG
- Technical knowledge on installation hardware & Software Printer and troubleshooting of IT equipment
- IT Asset Management
- Vendor Coordination
- Technical documentation
- Troubleshoot all Level-1-2 issues related to network domain, covered in the SLA (E.g. R&S, Security, Connectivity, etc.)

Jazz (Telecommunication)

Resident Engineer - Third Party Contract

July 2022- August 2022

- Monitoring and ensuring smooth operation of NBP Bank branches network and network devices at Data Centre.
- Experience with rack and stack, installation, commissioning, and maintenance of routers and other network equipment.
- Troubleshoot all Level-1 issues related to network domain, covered in the SLA (e.g. R&S, Security, Connectivity, etc.)
- Providing remote end support to the User and resolving network related issues.
- Generate trouble tickets to vendors and conduct testing sessions.

DARAZ.PK (ALIBABA GROUP)

IT Support Executive (IT and Mobile Operations) - Third Party Contract

June 2021 - June 2022

- IT Asset Management.
- Incident Reporting & RCA Management.
- Problem Monitoring & Escalation as per specified procedures
- Analyzing call logs so you can spot common trends and underlying problems •
- LAN support and ticket logging for Desktop and Laptop users during the tenure
- Ensure smooth operations of LAN/WAN infrastructure.
- Liaison with vendors for troubleshooting issues.
- Raise demand with Procurement department for new IT equipment
- Coordinate with internal and external stakeholders for project implementation
- Identify and escalate priority issues to relevant teams as per User specifications
- Coordinate with Daraz Procurement for IT equipment delivery
- Vendor Coordination.

Indus Hospital

Data Analysis (NCOC Project during Pandemic) - Contract

Dec 2020 - May 2021

- Create reports for internal teams and/or external clients.
- Collaborate with team members to collect and analyze data.
- Use graphs, info graphics and other methods to visualize data.
- Establish KPIs to measure the effectiveness of business decisions.
- Structure large data sets to find usable information
- Generate COVID-19 reports and maintain records.

State Life Insurance Corporation of Pakistan

IT Support (Intern)

July 2018 - Sep 2018

- CCTV Deployment and Support
- Troubleshooting and Installation of Windows, Software and Printers.
- Making Patch cables (RJ-11 & RJ-45)
- Maintaining IT Inventory

Education

Bachelor of Software Engineering (Indus University)

2015 - 2019

Intermediate (SSAT Degree College)

2012 - 2014

Matriculation (God Blessing Public School)

2010 - 2012

Certifications

- **CCNA (Infotics)**
- **Diploma in Fundamental of Java (Aptech Institute)**
- **Certificate of IEEE as a Volunteer**
- **Certificate of IEEE achievement ROBOTICSLABS**
- **Attend seminar INJAZ Pakistan**

Reference

- will be furnished upon request