



**Muhammad Sajid**

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### Soft Skills

Punctuality

Hard worker

Commitment

Quick Learner

### Languages

**Urdu :** Nativespeaker

**English:** Workingknowledge

## Professional Summary

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

## Experience

### Sunbonn (Technology)

Associate Network Engineer – Permanent

#### September 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
- Activate directory installation
- 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.)

## **DARAZ.PK (ALIBABA GROUP)**

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

June 2021 – July 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.