






Muhammad Sajid

 Karachi, Pakistan
 0346-2813547
 Sajid.rafiq.94@gmail.com

Soft Skills

Punctuality
Hard worker
Commitment
Quick Learner

Languages

Urdu : Native speaker
English: Working knowledge

Professional Summary

To obtain a challenging position in a 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

Senior Associate Network Engineer – Permanent

August 2023 - Present

- IT Assets management.
- IT Inventory management.
- Incident reporting & RCA management.
- Network monitoring through various NMS tools such as PRTG,
- Linux (Ubuntu, CentOS, Mikrotik) and Microsoft OS (Win 10, 11)
- Using Jira for Task Management.
- Multiple AWS and Azure Cloud Operation management.
- User create ID in FlowHCM & user attendance issue.
- Troubleshoot all Level-1-2 issues related to network domain, covered in the SLA (E.g. R&S, Security, Connectivity, etc.)

Sunbonn Technology

Associate Network Engineer

September 2022– July 2023

- 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).
- Activate directory installation.
- Technical knowledge on installation hardware & Software Printer and troubleshooting of IT equipment.
- Vendor Coordination.
- Technical documentation.

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 & RJ45).
- 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

- Cloud Computing (**NAVTTTC**)
- 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.