Waseem

Waseem.257963@2freemail.com

**Objective:**

To use my skills and potential in an eminent organization that provides a professional working environment conducive for personal and professional development, one which will make best use of my existing skills and experience but also for my further development.

**Professional Experience:**

 **Ittehad Chemicals (**www.ittehadchemicals.com**)**

 **From Feb 4th, 2014 to Jan 10th 2016**

 Position: “IT Administrator”

 **Job Description:**

* Make sure the Fiber and Wireless data link between Head Office and Plant is always up without any problem.
* Implementation of fare internet usage policy using ISA Server on users.
* Maintain Active Directory and File Server.
* Add/Remove new email id’s in Kerio Mail Server.
* Look after Data Center and all network nodes including Router, Switches, Media Converters, Computers, Printers/Scanners, Wireless devices.
* Resolve all Software, Hardware and Network problems of users.
* Managing Inventory of network entities and profile reports of all users.
* Conducting continuous evaluation of network nodes and reporting on weakness therein.

 **Nexlinx Networks** (www.nexlinx.net.pk**)**

 **From June 02nd, 2013 to March 31th, 2014**

 Position: “Network Engineer”

 **Job Description:**

* Monitor all Fiber, Wireless and DSL based network nodes and Corporate Clients.
* Monitor network devices and Servers installed in our two Data Centers.
* Maintain Active Directory and File Server of our own employees.
* Identify issues and suggest solutions to on field or support department teams.
* Access the network nodes including Routers, manageable switches, DSLAM’s and CPE’s to resolve network issues.
* Reporting network operational status to manager.
* Communicate with clients via emails and telephone.



 **Pakistan Telecommunication Company Limited** ([www.ptcl.com](http://www.ptcl.com))

 **From April 23rd, 2011 to June 15th, 2013**

 Position: “Customer Support Executive”

**Job Description:**

As a Customer Support Executive my responsibility was to listen to the client’s complaints, help them to resolve the issue over the telephone regarding DSL, IPTV, Wireless Dongle. Otherwise forward the complaint to on field agent for further rectification.

**Qualifications:**

 **Bachelors of Sciences (Telecommunication & Networking.) Aug, 2008 - Sep, 2012**

 **COMSATS Institute of Information and Technology**

**Professional Certifications & Trainings:**

**Microsoft Certified Solution Expert (MCSE) Certification July, 2014**

**Cisco Certified Network Administrator (CCNA) Training Oct, 2012 - Dec, 2012**

**Huawei GSM Architecture (MSC, BSC, HLR ) Certification Jun, 2011 - July, 2011**

**Web Development (HTML, ASP.NET ) Certification July, 2009 - Aug, 2009**

**Skills:**

* Well Knowledge about WAN, LAN and Working experience of major components of network (Routers, Switches, Media Convertors, Modems, Widows Based Servers.)
* Photoshop, graphic designing and Web development.
* Good documentation skills.
* Resource management skills.
* Extensive knowledge of Microsoft based operating systems.
* Well knowledge about Computer/Laptop hardware, software and new evolving technologies.
* Working Experience of ISA and Kerio mail Server.

Reference:

 Available on demand.