**First Name of Application CV No 1681374**

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Microsoft Certified Professional with over 3+ years of experience in computer networking and administration. Expert and highly familiar with a wide variety of networking, active directory, windows servers, DHCP, DNS, user end support, and security severs (ISA, CC Proxy etc). Possess a Graduation degree (B.com – IT) and Training Diploma of MSCE & MCITP. To seek employment in a position that I will be suited for, and to be a part of an organization where hard work will be rewarded and where career advancement will always be a possibility.

**TECHNICAL SKILLS**

* **OPERATING SYSTEMS:** Windows XP, Vista, 7, 8, 8.1, 10 - Windows Server 2003, 2008, Troubleshooting & Maintenance, Software and Applications to Users
* Installing and configure DHCP/DNS Server, Preparing monthly work status report
* TCP/IP Networking and Addressing, LAN/WLAN Networking
* Implementation of Windows Server 2003/2008 Domain, Network Infrastructure including Active Directory, Group Policy and Remote Assistance, Assigning rights and permission to users and Groups, Problem analysis and problem solving.
* Installation and Configuration of ISA Server, CC Proxy to implement internet rules.
* Installing and configuring printers, RIS, Remote Windows Installation.
* Technical Support of Operating System, Connectivity Troubleshooting.
* Provide support to users of desktops, laptops, printers, scanners. Knowledge of Active Directory
* Develop and Lead Technical Training Program session.
* Microsoft Office (Word, Excel, Power Point), Excellent use of Internet (Searching, Mailing, Blogging, SEO)
* Graphics (Corel Draw, In Page, Adobe Photo Shop) (Urdu, Arabic, English Typing)

**PROFESSIONAL EXPERIENCE**

**Organization: Hussain Art Printing Press -** (Organization of Printers, Stationers, and Designers) Lahore, Pakistan.

**Tenure: Jun 2013 to Dec 2015**

**Designation: IT Administrator and Desktop Support**

* Introduced Work Group Base Network which makes the internal work 50% faster
* Refined and improved existing proof reading & documentary system, resulting in reduced paper costs and time via increased customer satisfaction and workplace efficiency
* Providing solutions of day to day hardware and software problems.
* Sharing Drives and allocating disk space
* Security of all systems, especially the internet, and installing antivirus protection
* Purchasing and negotiating of PC’s & related accessories.
* Responding to incoming email.
* Installing new Hardware (Servers, Printers, Computer Workstations, etc.)
* 30% Sales increased by Blogging, Social Bookmarking and advertising.
* Graphic Designing on Corel Draw and In Page.
* Other duties as assigned
* Special Designing of Broachers, Business Cards, Wedding Cards etc.

**Organization: Peak Solutions Group of Colleges -** Lahore, Pakistan.

**Tenure: Feb 2012 to Feb 2013**

**Designation: Assistant Network Administrator / Computer Lab Manager**

* Upgrade the current network to Server Base Network system which increase the data rate transfer and more secure via save the time consumption and data loss.
* More security by implementing Active Directory, Users and Groups which also get more staff and students satisfaction.
* Advised them to launch an ISA server which benefits 50% increasing in users, Groups security and rights.
* Look after the Lab of more than 150 Computers of two different campuses.
* Telephonic and Remote Computer Support
* Respond against the customer queries through phone calls, email, live chat
* Receiving, classifying, registering, monitoring, prioritizing, escalating and following up as a first point of contact on requests for any type of assistance from users
* Treating people with respect under all circumstances
* Manage CCTV camera’s and DVR backups
* Manage inventory and compile all record related to IT includes error reporting, systems, hardware and software information, daily reporting to IT Manager, etc.
* Support and maintain desktop application, Configure and troubleshoot networks points
* Configure and troubleshoot hardware, Configure and troubleshoot printers
* Responding to incoming email.
* Maintenance of Network Devices, Connectivity Troubleshooting
* Take part in meetings and Designing broachers and new ads.
* Help the students in their workshops/assignments.
* Advising on forthcoming product developments and discussing special promotions.

**ACADEMIC EDUCATION**

**Graduation University of the Punjab** ----- Lahore, Pakistan **2012**

**Intermediate Government College Ravi Road** ----- Lahore, Pakistan  **2008**

**CERTIFICATIONS & ADDITIONAL SKILLS**

**Microsoft Certified Professional** (Exam 70-687 Windows 8 Configuration)

**CCENT** Exploration Basic

**TRAININGS & WORKSHOPS**

**MS Office Management** (Word, Excel, Power Point) Peak Solutions College of Technology, Lahore

**MSCE** 2003 (Microsoft Certified System Engineer) Peak Solutions College of Technology, Lahore

**IT** (Internet Technologies) Peak Solutions College of Technology, Lahore

**MCITP** (Microsoft Certified IT Professional) Student Shelter in Computer (Microsoft Certified Academy) Lahore.

**MCSE 2012\*** (Microsoft Certified Solutions Expert) Student Shelter in Computer (Microsoft Certified Academy) Lahore.

**INTEREST & HOBBIES**

Anything to do or anything to learn in the field of Computer IT

Enjoy and actively participate in a wide variety of sports (Specially Cricket) and creative activities.

**PERSONAL INFORMATION**

Date of Birth: 20th October 1991

Religion: ISLAM

Languages: Urdu, English, Punjabi