**Sami**

Competent IT & Telecom Professional with 5+ years of broad-based experience within reputed companies in UAE and Pakistan. Demonstrated strong competencies and technical proficiency in handling installation, configuration, troubleshooting and maintenances of system and network components. Achieved team leader role on the basis of dedicated work approach in meeting company’s objective moreover in delivering quality work and excellent results.

***STRENGTHS***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Well-trained & Experienced Telecom Professional |  | Expertise in Technical Support & Servicing |
|  | Technically Astute in System & Network Admin |  | Strong Competencies in FTTH (GPON) |
|  | Versed with Copper, Fiber Optic, Wireless NetworkAbreast with Latest Technologies |  | Business Development InitiativesGood in Establishing Rapport with Clients |
|  | Team Leader with Collaborative Approach to Work |  | Proactive & Driven to Achieve Set Goals |

 ***EDUCATIONAL ATTAINMENT***

**2007-08 Master (M.Sc.) in Electronics**

 ***CERTIFICATION & Trainings***

 **FTTH Certification’s from Etisalat Academy**

 **CCNA from Corvit System Peshawar**

 **MCSE from Corvit System Peshawar**

 ***EXPERIENCE SNAPSHOT***

**April 2012- Feb 2016 NOC Engineer (GPON/FTTH) and Project Coordinator Outsource Etisalat**

Al Rostamani Communications LLC, UAE

**May 2011 - Mar 2012 Coordinator outsource Etisalat**

**May 2010 – April 2011 Etisalat Telecommunication Field Engineer**

**April 2009-Jan 2010 BSS Engineer**

Tier 4 Islamabad, Pakistan

**Feb 2008- Jan 2009 System & Network Engineer**

Peshawar Chemical Peshawar, Pakistan

 ***AREAS OF EXPERTISE***

**System Administration & Networking**

 Design, configure and implement client network from simple single-server environments to complex multi- server, multi-site networks. Handle troubleshooting, backup, documentation, security, and managing users.

 Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software and all configurations.

 Monitor server, backups, network infrastructure and peripherals like printers and related hardware.

 Install, configure and upgrade operating systems or software.

 Modify specific application for use in operational departments.

 Troubleshoot system and network problems; diagnose and solve hardware/software faults.

 Handle issues involved in maintaining corporate infrastructure like network connectivity and security.

 Set up and configure different IP services and protocol deployment.

 Perform data back-up and recovery; conduct security monitoring to find out any intrusions.

 Recommend changes to improve systems and network configurations. Determine hardware or software requirements related to such changes.

 Make hardware / software acquisition recommendations including helping users assess needs and provide justification for equipment and services.

**Technical Support**

 Provide first line technical support to computer users and ensure smooth functioning of various applications/systems. Respond professionally and effectively to requests for IT support assistance.

 Diagnose hardware/software problems and replace defective components. Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.

 Follow standard help desk procedures. Resolve situations requiring urgent attention.

 Accountable for accuracy and integrity of all membership data files: implement quality control mechanisms, perform data entry and oversee data entry process.

**Customer Service**

 Act as first point of contact for customers while projecting professional image at all times.

 Provide first-class customer experience resulting to satisfaction, loyalty and retention.

 Uphold proactive communication with customers through phone, e-mail or regular mail.

 Apply basic concepts, practices and procedures of handling complaints while meeting quality standards of services. Examine all relevant information to assess validity of grievance and to determine causes.

 Refer unresolved grievances to concerned department for further investigation.

 Keep records of customer interaction, details of inquiries, complains comments and actions taken.

**Team Leading**

 Provide leadership and direction in ensuring the smooth functioning of operations.

 Improve turn-around times by providing suggestions for signification of procedures and controls.

 Manage motivation and training of the team; work with them to ensure that they had the skills, knowledge and motivation to carry out their roles effectively; guide staff and their performance.

 Offer specific training to employees to help them improve, maintain or learn new skills as well as to address company training needs. Conduct orientation sessions and training for new hires.

 Establish a dynamic work environment to heighten employee potential and productivity.

 Help in continually reviewing and setting up improvements to current procedures.

 ***PROVEN JOB ROLE***

**Telecom Field Engineer–** Al Rostamani Communications, UAE

 Providing efficient technical support to company’s FTTH (Fiber to the Home) Project, primarily in migrating copper-based networks to GPON (Gigabyte Passive Optical Network) as well as in configuring Cisco, D-Link, Netgear, Belkin, Aztec, Gigaset, routers and other wireless devices.

 Handling installation, maintenance and troubleshooting of VoIP Telephony Gateways (Linksys SPA8000,

Mediatrix 3000 & 4124 series), Residential Gateways, IPTV Set Top Box, Digital Audio and Video Recorder.

 Troubleshooting data devices like ISDN Device (e.g. ONE Access).

 Working on optical device ONT (Optical Network Terminal) including different voice telephony protocols (e.g.

MGCP, SIP). Alongside facilitating Fiber Termination with Specialist Tools (e.g. Cleaver, Power Meter, OTDR).

 Proactively managing customer relationships: upholding open communication with the same for the continuous education about products/features and end-to-end solutions, and in complaints resolution.

 Responsible for aligning activities to promote company products and drive new solutions.

**Coordinator –** Al Rostamani Communications, UAE

 Driving the technical team independently implementing the organizational strategies and directives from time to time and

meeting client targets.

 Served as clients’ fist point of contact; handled enquiries and dealt with all problems and issues that may arise.

 Set staffs’ daily assignment and accordingly coordinated work allocation.

**Cont’d…**

 Uphold a positive working environment, top quality work performance and consistent achievement of high standards and KPI targets, through staff appreciation, guidance, motivation and training.

Preparing and managing project plan through implementation amongst the team and coordinating with the Project co-coordinator to keep the project plans updated at all times.

 Closely monitored staffs’ performance targets. Channeled result to concerned staff and management.

 Arranged and chaired weekly team meetings focusing on targets and achievements.

 Ensured all administrative and IT records are entered and updated correctly.

 Mentored and trained junior and new staff.

**NOC Engineer (GPON/FTTH) and Project Coordinator –** Al Rostamani Communications LLC, UAE

 Complete migration of legacy copper based access and transport network over state of art GPON/FTTH network, See to it that migration is confirmed and working at the customer end upon migration.

 Work experience of configuring following multivendor GPON/Access network equipment’s both for home and

 Corporate customers,

* Huawei’s ONT (HG850, OT550, OT928, HG851A, HG8240)
* Zhone ONT’s ( 2520, 2424,2424A, 5114)
* Alcatel ONT’s (I-440G-P) using Provisioning Management System (PMS).

 Update status of Service Orders and Trouble Tickets both in Corporate Billing and Customer Management (CBCM) and

Provisioning Management Systems. Closed Service orders in the systems otherwise transferred to other department just in case

Problems occur and it’s beyond CST works.

 Configuration and troubleshooting of triple services (VoIP, High speed internet and IPTV).

 Provide the level-1 technical support and coordination to all concerned staff in case of any breakdown in the GPON/FTTH

 network.

 Monitor all Service Orders and faults assigned in PDA’s using FOS. Logging-in, updating and closing of Service orders and

 faults are strictly monitored to ensure all works are properly logged in the systems.

 Worked on Huawei U2000, Zhone ZMS and Alcatel for FDH uplifting project.

 Managing co-ordination of the partners and working groups engaged in FDH Uplifting Project for Etisalat UAE.

 **BSS Engineer-** Tier 4 Islamabad, Pakistan

 Sector expansion in running site according to new layout of cell planning.

 RRU and RSU Installation and Expansion.

 E1 link troubleshooting and Expansion.

 Worked on NEC Paso link IDU and ODU.

 Installation and configuration of rectifier and power cabinets.

 Installation and arrangement of battery banks.

 Transmission of Media from BSC to far end.

 Worked at BSC and Major Hub sites.

**System and Network Engineer-** Peshawar Chemical Peshawar, Pakistan

 Implementing, Managing Networks & Maintaining system on LAN.

 Handled wide range technical support functions: complete hardware installation and troubleshooting; troubleshooting for internet connections and modem configuration for both wired and wireless; establishment of new LAN network and troubleshooting.

 Configuring TCP/IP, DNS, DHCP and Terminal Services.

 Maintaining records and keeping track of warranty of all the computers spares and peripherals.

 Servicing of Desktop System and Hardware Devices.

 Maintaining windows 2003 and file level securities in both server and client setups.

 Troubleshooting of link breakup.

 ***PERSONAL DETAILS***

Nationality : Pakistani

Marital Status : Married

Expiry Date of License: 28/06/2025

Languages : English, Urdu & basic Arabic

**Job Seeker First Name / CV No: 1706508**

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