FAISAL

Telecom Engineer ~ Escalated It Support Specialist

**Cisco Certified Professional**

**Experienced**IT support specialist and a team leader, expert in reversing inefficiencies, elevating team accountability and

Acknowledged for over **8 years** capacity to unite teams in a spirit of consensus, build internal and external relationships, and establish the ground-rules for optimum performances. Reputed for exercising initiative, accepting challenges and analyzing alternatives to overcome obstacles. Results-oriented individual with an exemplary track record of success in quality control, customer service, and operations installation, maintenance and repair.

*Currently associated with the* ***Al Rostamani Communication*** *as a* ***Support Engineer*** *in quest of assignments involving:*

**Telecom/Infrastructure**

PROFESSIONAL CERTIFICATIONS

* NEC SV 8300 Certification
* Cisco Certified Network Associate (CCNA)
* Avaya Certified Solution Specialist (ACSS)
* Avaya Pre-Sales Certification (APSS)

TECHNICAL SKILL SET

* NEC Mat Works, Avaya IP Office Manager,

Panasonic Maintenance Tool

* Windows 98 / 2000/ XP/ Windows 7
* TDM – NEC, Panasonic IP – Avaya IPO 500
* MATLAB

PROFESSIONAL EXPERIENCE

AL ROSTAMANI COMMUNICATIONS, DUBAI

***Telecom Engineer* March ‘07 till date**

Directly reporting to the Division Manager. Chiefly responsible for hardware/software installation, server maintenance, trouble resolution, root cause analysis, and Management of Telephony Projects. Answering customer grievance calls for different integrations such as IVR & PABX Troubleshooting. Monitor programming of E1 links for PABX System. Efficiently manage every aspect of Pre-Sales Activities. Administer all Hospitality Sector Installations, cabling projects and other insfracstructure projects for effective performance delivery.

***Project Accomplishments***

* **OFIS Furniture: Handled** Installation and maintenance of complete IP solutions for Avaya SME.
* **Sharjah Islamic Bank:** Led a team comprising 30 Call Centre agents with different integration like Witness server for recording, Communication Manager and Call reporter BCMS in Avaya Enterprise.
* **Serco Residential:** Solely handled installations of Avaya for more than 200 users, providing billing facilities.
* **Sharaf DG**: Managed Installation and maintenance of Call Centre with IVR and CTI.
* **Hospitality Sector:** Successfully installed PABX system with hotel Software and Voicemail integrations.
* **Nortel Phone Migration:**  Has successfully migrated existing Nortel phones to Avaya system.
* **CMC Dubai- Abu Dhabi :** Installation and Connectivity of NEC SV series between the two offices.

APEX TECHNOLOGIES

***Support Engineer* Dec ‘05 – Jan ‘07**

Successfully maintained PBX systems for small-scale office setups. Ascertained efficient maintenance of PABX and cabling projects.

ACADEMIA

**B. Tech.** (Electronics and Communication Engineering) with First Class- 2005

Name Of institute: Ghousia College of Engineering.

Personal Profile

*Date of Birth:* 29th August 1983

*Languages Known:* English, Urdu, Hindi and Bengali

**Job Seeker First Name / CV No: 1715826**

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