

**ABDUL**

**ABDUL.316718@2freemail.com**

**Area of Expertise**

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| * implement virtual private Network
 | * Problem Solving & Decision Making
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| * Securing the local Area Network
 | * LAN and WAN Technologies
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| * Implement Multi-Site Operations
 | * Implement Routing Protocol
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| * IT Policies & Procedures
 | * IP Address Planning
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| * Enterprise Systems & Network Designing

**Professional Experience** |  |

**November 2015 – Present**

**Network Engineer (NOC Department)**

**NIB Bank Limited**

**Key Responsibilities:**

* Prepare status reports and enhance integration to evaluate all up gradation production infrastructures Monitor and check ISP connection, firewalls and VPN gateways (through NMS). Oversee all production networks, and services.
* Monitors and maintains network systems and applications to ensure overall system availability and performance. Responds to monitoring alerts, performs troubleshooting to resolve network incidents, and escalates complex issues to the back-end engineering team.
* Communicates with Branches, engineers and other technical support teams to prevent and potential network incident risks.
* Maintain network security systems, processes and prepare associate documentation for all work.
* Prepare update for all trouble tickets through various troubleshooting programs and upgrade ticketing systems. Manage rolling out and resolve complicated issues via call center agency. Monitor and resolve all issues of ticketing system
* Manage and implement change management procedure and systems. Prepare status reports and upkeep of schedule routine system maintenance. Determine and manage architectural system, provide upgrade and ensure completion of all operational documents.
* Disaster Recovery Administrator's role is to ensure the security and integrity of data, data systems, and data networks across the entire organization. This includes designing and implementing disaster recovery processes and business continuity procedures for re-establishing servers, databases, and operating systems in the event of a disruption, both minor and catastrophic. This person will also perform and analyze disaster simulations for the prompt restoration of services, and conduct security audits where required.
* Provide direct communications between the BCP Project Office, Information technology Operations, Technology architecture and Engineering Systems, and Systems Application Program Management. Participate in appropriate business unit and development planning meetings and activities. Facilitate timely identification, escalation, resolution, and follow-up for all outstanding issues.

**May 2014 – November 2015**

**Technical Support (CSR)**

**Pakistan Telecommunication Company Limited**

**(Third Party Contract “HASNAIN & TANVEER ASSOCIATES PVT Ltd.)**

**Key Responsibilities:**

* Must suggest the key points to improve the work and efficiency for contact center to the Senior CSE.
* To Provide trouble shooting, technical support, Product Information to the customers landing on Contact Center ensuring that their issues are resolved swiftly and professionally in the line with agreed service levels.
* Must follow the grids/ standards/ policies given by the management however must exceed expectations of the customers while taking into account the needs of the organization.
* A CSE must update him regarding the products/ policies, to provide customers with accurate and reliable services.
* Must participate in the Shift meetings held daily by the Shift supervisors, while it is also necessary to attend any training session/ refresher course being conducted by the Management.

**Academic Qualification**

* B.Sc (H) Engineering, Shah Abdul Latif University, (2008)

**Certifications**

* Cisco Certified Network Associate (Routing and Switching)
* Cisco Certified Network Professional (Routing and Switching)