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**FAWAD**

**FAWAD.332244@2freemail.com**

# Objective

To effectively apply my skills in an organization that has a culture of motivation and provides career growth opportunities in a manner that adds value to the organization and enhances my professional development.

# Experience

**Riz Tech Limited UK** October 2014 – July 2016

*IT Network Analyst* Edinburgh, United Kingdom

Currently in RizTech Limited UK as IT Network Analyst, I have been involved in various key projects which includes Mobile service optimization, windows setup on multiple workstations throughout the country, network setup and trouble shoot etc .

## My responsibilities include;

* Maintain, troubleshoot and administer the use of LANs, WANs, mainframe networks, computer workstations, connections to Internet and peripheral equipment.
* Manage user accounts, Groups/Distribution list and exchange administration.
* Evaluate and install computer hardware, networking software, operating system software and software applications.
* Operate master consoles to monitor the performance of computer systems and networks and to co-ordinate access and use of computer networks.
* Install, maintain, troubleshoot and upgrade Web-server hardware and software including Mass protocol based system synchronization.
* Server optimization for network security.
* Routine Network checks and data backups/recovery to ensure network and data security.
* Control and maintain network records as a part of routine.
* Handling blackberry mobile phone setups via BB admin console.

**Heineken UK** June 2013 – October 2014

*IT Support Analyst (Service Desk)* Edinburgh, United Kingdom

Heineken UK, I have been working as a Senior Service Desk Analyst in IT Business support and have been dealing to handle and resolve technical problems with end users; Supporting Windows XP, 7 and MAC OS, Lotus Notes, Broadband, Blackberry, SAP, Active Directory and Citrix Receiver issues. .

## My responsibilities include;

* Have a Strong Command in Lotus Notes including Domino Server and Access levels and databases.
* Support HP, Cisco routers and Citrix Mainframe systems.
* Broadband and router configuration experience by checking the ADSL levels and speed optimizations
* Laptop and Desktop Build Support and Deployment of soft wares via SCCM Console
* Active Directory user administration and Citrix management console for meta-frame server on daily bases.
* Take ownership of any technical issues and resolve them in tight deadlines.
* Blackberry and IPhone/IPad Support and Enterprise email configuration via BES (Blackberry Admin service) and Apple Care.
* Hardware and Software Deployment via Configuration manager Console ( SCCM ) and Software Centre
* Manage user accounts , Groups/Distribution list and exchange administration in Outlook/Exchange 2010
* SAP Account Administration , password resets and batch checks
* Map Network Drives, Clear print queues and other solutions and liaise with 3rd party for onsite support.
* Support Microsoft office 2000 to 2010 issues and Outlook ( All versions till 2013 )
* Support and Deploy software using VPN clients.
* Manage service desk and network related mailboxes
* Manage and take ownership of high priority incidents and escalations
* Manage Service Plus queues and Create reports and knowledge based articles
* Follow ITIL process at all times and maintain SLA’s and escalate high priority issues to Incident Management

**Getronics UK** September 2012 – June 2013

*IT Service Desk Analyst (1st and 2nd line)* Glasgow, United Kingdom

When at Getronics UK, I have been working for P&O ferries and Peel Ports Harbor Company’s IT service desk ; Supporting Windows OS , active directory and Citrix presentation server .

## My responsibilities include;

* Support Windows OS, trouble shoot and provide advice for ICT related incidents.
* Active Directory user administration and Citrix management console for meta-frame server on daily bases.
* Provide first point resolution and fixes and follow the correct process for ICT request and incidents via tool called Service Now.
* Manage user accounts , Groups/Distribution list and exchange administration
* Manager Server routing and restarting via the Putty tool
* Laptop/Desktop/Thin client and Network troubleshooting to help user to have access to system.
* Map Network Drives, Clear print queues and other solutions and liaise with 3rd party for onsite support.
* Support Microsoft office 2000 to 2010 issues and Outlook ( All versions till 2010 )
* Support and Deploy software using VPN clients.
* Configuration of Blackberry and iPhone device
* Manage service desk and network related mailboxes ( P&O ferries & Peel ports IT service desk )
* Manage and take ownership of high priority incidents and escalations
* Create reports and knowledge based articles and shift assessments for IT staff members
* Follow ITIL process at all times and maintain SLA’s and escalate high priority issues to Incident Management

 **Teleperformance UK (EHT)** November 2010 – September 2012

*Technical Support/ Customer Service* Glasgow, United Kingdom

During the course of my employment at Teleperformance UK, I have been working on Windows Environment, Support Windows OS, troubleshoot and provide advice for ICT related incidents.

## My responsibilities included;

* First point of contact for ICT issues, log and progress incidents onto Remedy system.
* Providing software, hardware, application and network support for employees of all John Lewis stores in UK.
* Contracting 3rd. party service providers for installing, configuring laptop/desktop, network printers, projectors and Audio systems.
* Providing support for software and connectivity on Windows OS.
* Ensuring network connectivity troubleshooting.
* Providing support and assistance to customers and clients on guarantees of electrical and electronic products.
* Support Microsoft Office 2000, 2003, 2007 & 2010 issues and Outlook.

**Pakistan International Airlines (PIA)** May 2008 – August 2009

*Communications Engineer* Karachi, Pakistan

During the course of my employment at Pakistan International Airlines, I had been engaged in assignments for various different departments namely, aero craft Maintenance, Networking, Communications and Satellites, Financial and Accounts, Communications Engineering. After learning and being trained about Aerodynamics in aircraft systems, and practicing communication applications, including Power Raid and User Interface Software. I had also worked voluntarily in the Customer Support Department

## My responsibilities included;

* + Providing user support, desktop support and troubleshooting network connectivity.
	+ Managing users in Active Directory and Citrix Sessions.
	+ Mapping network drives and printers in Windows.
	+ Providing support on Windows NT, 2000, XP and Vista OS.
	+ Managing and monitoring Support Desk mailboxes and Remedy Stack.
	+ Escalating calls to Incident Manager when parts fail to function accordingly after follow-up checks.
	+ Managing the process of configuring and troubleshooting wireless routers and access points.
	+ Ensuring network troubleshoot connectivity in laptop/desktop, LAN and webmail
	+ Providing information about flight timings under Flight Management system.

**Sir Syed University of Engineering & Technology** March 2006 – August 2007

*IT Support (In Campus)* Karachi, Pakistan

During the employment at Sir Syed University of Engineering & Technology (on Campus), I had been assigned to work as an IT Support.

## My responsibilities included;

* Supporting Microsoft office and Outlook.
* Developing and maintaining user accounts, rights & permissions, and policies.
* Assisting with installations and configurations of network devices (switches, routers) when required.
* Provide training to office staff on customized software along with the preparation of training manuals.
* Maintaining daily house keeping with in the IT department.
* Maintaining help & support mail boxes.

# Education

## MSc Digital Multimedia & Communication System University of Strathclyde Glasgow

**Glasgow, United Kingdom September 2009 to October 2010**

Key Subjects:

*Mobile Communication - Communication Theory - Communication Network - DSP implementation Control Engineering - Image and Video Processing - Mobile and Wireless Networks*

Final Project: Individual project on H2.64/AVC Joint Scalable Video Mode (JSVM), an adaptive tool to optimize compression video or image in a sequence.

## BSc Electronic Engineering Sir Syed University of Engineering and Technology

**Karachi, Pakistan December 2005 to December 2008**

Key Subjects:

*Data Communication - Signals and Systems -Computer Communication Networks - Communication Systems Wireless Application Design - Digital signal processing - Database Design and implementation - Internet and software*

Final Project: Industrial design and implemented multiple constraint based timetable scheduling software using JAVA as a front end language and MS SQL server as database.

# Extracurricular Activities

* Event Planning: Responsible for Organizing Annual Talent shows 2005 and 2006 as a part of core team organizers for charity.
* Ex-Vice President of a Scottish Cricket League Team in Edinburgh United Kingdom ( 2010 – 2016 )
* Representative for the University of Strathclyde international student’s Council for arrangement of trips and functions and parties in Glasgow and Edinburgh.
* Active member of German Music Association Freiburg Germany and arranged three mega events for students to indulge themselves in music and socialize within the society July 2016

# Additional Skilled Information

* **AMFAS & CO Limited - Director of a small IT limited company in United Kingdom ( Registered )**
* **Full UK & European Driving License**
* **Microsoft Certified for Windows 7 and Windows server 2008 Enterprise and Troubleshooting**
* **IELTS Certification of 8.0 in all the relevant fields ( Speaking 8.5 , Listening 8.5 Reading 7.5 Writing 8 )**

# Reference can be provided on demand