

Muhammad

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Objectives

To get to a respectable and challenging position as IT professional where I can be beneficial for the company and gain professional excellence.

Experience

1-12-2015–16-12-2016 |Field Engineer

[Inbox Business Technologies(Pvt) Ltd](https://www.linkedin.com/vsearch/p?company=EGS+%28Pvt%29+Ltd&trk=prof-exp-company-name)):

Work as IT Coordinator in Standard Chartered Bank Pakistan Project:

Reporting directly to the IT Manager and collaborating closely with other IT team

Members. Responding to queries in a timely and accurate manner and resolving queries

To the user’s satisfaction.

**Duties:**

 System support for all workstations in Standard Chartered Bank .
 End user system technical support.
 Manage Hardware Asset SCB Pan Pakistan.
Maintains and manage the hardware and software of desktops and laptops.

Provide basic support for hardware, peripherals and network access.
 Managing computers Active Directory.
 Provide desktop support to remote users.
 Communication and follow up with users.
 PC hardware installation, configuration, maintenance & upgrades.
 Manage and provide support for telecommunication equipment.
 Responsible for new system installations, upgrades and maintenance of network and server applications.
 ATM / CDM Antivirus and WSUS critical patches deployment with the coordination of Server support team.
 Configure Exchange for the Email Setup
 Configure LAN access to the Switch.

Work as IT Coordinator in PTCL Project:

Work as Dell Field Engineer in Dell Project :

**Duties:**

Responsible for diagnosing & resolving hardware, software & end users problems.

Acting as the first point of contact for all IT & technical queries.

Developing the infrastructure and systems to meet the company’s needs.

In-depth knowledge of Microsoft Windows client operating systems, XP, Vista, Win 7, Win 8.Win 10

Microsoft Office up to Office 2003, 2007, 2010

8-03-2014 – 30-11-2015| [IT Coordinator](https://www.linkedin.com/vsearch/p?title=IT+Coordinator&trk=prof-exp-title" \o "Find others with this title)

[EGS (Pvt) Ltd](https://www.linkedin.com/vsearch/p?company=EGS+%28Pvt%29+Ltd&trk=prof-exp-company-name)):

Work as coordinator in SME Bank Ltd at Head office

 Reporting directly to the IT Manager and collaborating closely with other IT team

Members. Responding to queries in a timely and accurate manner and resolving queries

To the user’s satisfaction.

**Duties:**

My Responsible check the line between Head office to Braches and Mean links .

Responsible for diagnosing & resolving hardware, software & end users problems at branch level users or head office users

Acting as the first point of contact for all IT & technical queries.

Developing the infrastructure and systems to meet the company’s needs.

In-depth knowledge of Microsoft Windows client operating systems, XP, Vista, Win 7, Win 8.

Microsoft Office up to Office 2003, 2007, 2010

18-05-2010 – 07-03-2014 | Technical Support Engineer

**MEGAPLUS Pakistan (Dell Authorize Distributor):**  |

Reporting directly to the IT Manager and collaborating closely with other IT team

Members. Responding to queries in a timely and accurate manner and resolving queries

To the user’s satisfaction.

**Duties:**

Responsible for diagnosing & resolving hardware, software & end users problems.

Acting as the first point of contact for all IT & technical queries.

Developing the infrastructure and systems to meet the company’s needs.

In-depth knowledge of Microsoft Windows client operating systems, XP, Vista, Win 7, Win 8.Win 10

Microsoft Office up to Office 2003, 2007, 2010

01-09-2009 – 01-09-2010| Support Executive

**Corvit Network Systems:**

Working within a TCP/IP network environment, including DHCP, DNS and Ethernet

. Involved in the rollout of software updates and patches.

Provide secondary support for LAN administration.

Responsible for allocating work to junior staff and induction training for new staff.

Cisco Certifications

* **CISCO ID: CSCO**
* CCNA(640-802) 13-7-2012
* CCNP(642-902) ROUTE 6-5-2013
* CCNP(642-813) SWITCH 5-10-2013
* CCNP(300-135) TSHOOT 9-5-2016

DELL Certification

* DSP - Customer Experience V.2.5 Certification(DCSE ID:640)
* Foundations 2010 Portables Certification (ID 2003)
* Foundation 2010 Desktops Certification (DCSE Cert ID 3016)
* DCSE On Site Troubleshooting (Cert ID : 3028)
* DCSE Microsoft Windows 8 Assessment (English) (Deactive)( Cert ID : 69618)

Professional Training

 One year Diploma in computer Hardware and Software National Institute of Science and Technical Education

* Expertise in medium/large sized LAN/WAN configuration & implementation with Cisco equipments
* Configure, verify and troubleshoot a switch with VLAN and Inter switch communication.
* Configure, verify and troubleshoot router operations and routing on Cisco devices.
* Helping end users with their network issues like not connecting to the internet or they are not connecting to certain servers.
* Troubleshoot, software, hardware and network problems, Network configuration and setup TCP/IP protocol implementation in lab.

Education

Basic education

BA (2014 Alkhair

ICS ( 2004) FBISE Pertroman Training Institute

Matric (2002 FBISE F.G.Boys Model School G-6/4 Islamabad

Reference

Can be provided on demand.