

**Atta   
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**CAREEROBJECTIVE:**

I wish to work in Computer Networks and Telecom Wireless Media Troubleshooting Environment where I can get different challenges and I can show my knowledge, prove my abilities, polish my technical and communication skills through practical experience and actively participate in the development of that organization for the benefits of the employer and myself as well. Recognized as a team player and a performer, consistently completing assignments on time and a troubleshooter able to resolve issues effectively and can meet challenging goals and objectives.

**CAREER PROFILE/SKILLS:**

* Have basic understandings of OSI Model and TCP/IP Protocol Architecture.
* Have working knowledge of Network Devices, Ethernet Cables, Connections and IP Addressing
* Basic understandings of Network Configurations and Protocols (RIP,OSPF,EIGRP,BGP, etc.)
* Knowledge ofNetworking Techniques (Subnatting, IP Planning, NAT, PAT, GRE Tunnel)
* A very good Team player, Punctual and Task oriented also perform multitasking efficiently
* Have good Patience which I believe will lead to better human relation.

**PROFESSIONAL WORK EXPERIENCE:**

**Organization:** **Pakistan Telecommunication Company Limited**

(A Major Companythat is Backbone of Pakistan Telecommunication)

**Tenure:**  February 2016 – December 2016

**Designations:** Resident Engineer (IT NOC)

**Responsibilities:**

* Managing IT-NOC Data Center Operations with NOC Team 24/7.
* Responsible for the Device fault detection, troubleshoot and diagnose the root cause of performance degradation of network, server and other IT devices, also intimate to the relevant manager along with detailed report.
* Ensures both the customer and internal management are notified of impacting outage situations using official communications procedures
* Possess technical knowledge and capability to handle most incidents/issues that may arise and proactively puts procedures in place to prevent and reduce severity of outages.
* Coordinate activities with vendors and maintain technical documents as required.

**Achievements:**

* Attained CCNA certification
* Met deadlines consistently
* Execute and help in recorded no of activities for better and smooth operations

**Organization:** **Pakistan Telecommunication Company Limited**

(A Major Company that is Backbone of Pakistan Telecommunication)

**Tenure:**  September 2015– February 2016

**Designations:** IT Network Operation Center (NOC) Executive

**Responsibilities:**

* Responsible for Analyzing, Monitoring, Troubleshooting and Maintenance of all Software/Hardware used in PTCL Contact centers
* Escalation of incidents and alerts using official escalation procedures to minimize the downtime
* Ticket management, Open, update and close incidents for IPContact Centers
* Monitoring of IPCC (OB Dialer , CRM Dialer & Dialer Campaign Management )
* Monitoring BNCC,PCRM & CRM Seibel application & services
* Monitoring and Reporting of the Data Center Servers, Systems, Network Devices, Fire-Alarm, CCTV, Air Conditioning, Rack Temperature, UPS Power, etc.

**Achievements:**

* Held a perfect attendance record
* Were promoted after only 5 months in the role

**ACADEMIC EDUCATION:**

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| --- | --- | --- |
| **DEGREE** | **EXAMINING BODY:** | **YEAR** |
| Bachelor of Science Electrical (Telecommunications) Engineering | Government College University, Faisalabad | 2015 |
| Intermediate | Board of Intermediate and Secondary Education, Faisalabad | 2011 |

**CERTIFICATION/ ADDITIONAL SKILLS:**

* **Cisco Certified Network Associate - CCNA (Routing & Switching)** (Valid till; **May 2019**)(Cisco Systems Inc. USA, Cisco ID# CSCO12965840)
* **Network Simulation** (Packet Tracer, GNS3, Wireshark)
* **Microsoft office Suite**  (Word, Excel, Power Point, Outlook)

**TRAININGS & WORKSHOPS:**

**Cisco Certified Network Professional-CCNP (R&S) Year - 2016**

* Successfully complete the professional level certification’s Training from Quaid-i-Azam University (Also a Cisco Networking Academy) Pakistan.

**Data Communication with IPv4 and IPv6 Year - 2014**

* One day Workshop/seminar organized by Department of Electrical Engineering, Govt. College University Faisalabad.

**PERSONAL INFORMATION:**

**Date of Birth** : March 07, 1993

**Driving License** : **Faisalabad, Punjab, Pakistan**

**Religion**  : Islam