**KHALID**

[**KHALID.357015@2freemail.com**](mailto:KHALID.357015@2freemail.com)

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|  | Objectives  *To work in learning and challenging environment, utilizing my skills, knowledge and experience to be the best of my abilities and contribute positively to growth of the organization as well as growth of mine.*  **Experience**  **Network Support Engineer** (Jan/2016 – Dec/2016)  TNA (Technology Net Alliance ) , Islamabad (Location: TNA Blue Area Islamabad Pakistan)  Job responsibilities comprise of  • Provide Network Support .  • Installation, Configuration and Troubleshooting of MS Window 7, Packet Tracer, GNS 3 etc.  • Basic Troubleshooting of IT Hardware including Printer, Desktop computers and Laptops.  • Basic Troubleshooting and configuration of the Cisco switches and routers.  • Basic Troubleshooting of all network related issue on LAN.  • Network cabling .  TaO Network Support Engineer (Sep/2014 – Dec/2015)  Emigrates Islamabad(Assignment Location: IT Department, PTC Jhelum Factory, Jhelum, Pakistan)  Job responsibilities comprise of  • Provide Network Support for TaO WM Solution  • Problems/issues management and reporting via TRIOLE  • Installation, Configuration and Troubleshooting of MS Window7, Lotus Notes, Outlook, Skype etc.  • Actively participating in different IT Projects & Initiatives (Go Green, IT Assets Verification, Easy IT, IVR, EPIC etc.)  • Basic Troubleshooting of IT Hardware including Printers, Scanners, Desktop computers, Multimedia & Laptops  • Basic Troubleshooting Cisco Switches (500catalyst,2950,2960 series), Access Points (3600 Series), Barcode Scanner (Motorola MC9190-G), Zebra Barcode Printer  • Basic Troubleshooting of all network related issue on LAN  **Customer Support Service (Internship)** (June/2013 – Dec/2013), ( PTCL, Islamabad)  Job responsibilities comprise of  • Performing CSM (Customer Relationship Management) activities using customized application.  • Installation, Configuration and Troubleshooting of MS Window 7  • Configuring communication hardware (Modems, Routers etc.)  • Cable punching on ONU for telephone and DSL connection.  • Basic Troubleshooting of all network related issue on LAN.  Education  BS – Computer Science (CS) (2012)  (Federal Urdu University Of Arts Science and Technology Islamabad Campus)     * Specialization: Communication And Networks , CGPA =3.1/4.0 * Degree Project: Online Reservation System (PHP & MySQL)   FSc – Pre Engineering (2007)  (Federal Board of Intermediate and Secondary Education (FBISE))   * Percentage= 55%   Matriculation - Science (2005)  (AJK Board of Intermediate and Secondary Education)   * Percentage = 61%   Trainings & Certifications   * MCSE & MCITP (Active Directory, Group policies, Role and services). (Sever 2003 & 2008) * CCNA (Routing & Switching) introduction to IP and networking (Cisco Certified, Cisco ID: CSCO * CCNP (Training)   **Future Goal**   * CCNA Security * CCNP Certification * CCIE   Skills   * Computer Networks Trouble Shooting * Analytical and problem solving * Computer Programming (HTML, DHTML, JavaScript, PHP (with Database MySQL), C++, C#, VB) * MS Office (MS Word, Excel and PowerPoint)   Hobbies   * Playing Cricket & Volley Ball   References   * Available on request |