***Personal Info***

Nationality : Pakistani

Date of Birth : 03 – Jan – 1981

Languages : English & Arabic (Fluent) Urdu (Native)

 Marital Status : Married

Valid GCC Driver’s License with Car

***Career Summary and Objective***

*A dedicated, helpful* I.T expert with 14 years of valuable experience in all facets of End User Support for various desktop operations, hardware, and software. I have acquired a unique talent to train and motivate technical staff to identify and meet the needs of even the most demanding users by delivering technical information into terms and concepts that the end users can readily grasp. Being fluent in English and Arabic has always been an advantage to me.

As a professional, I have been creative and innovative plus multi-task oriented, enjoy a challenge, and continually seek knowledge and work new ways to deal with tasks at hand in a timely manner. *Able to work independently and in shifts using in-house resources effectively*.

Looking forward to work with an organization that will utilize my knowledge and skills in a challenging environment and strive for excellence *with room for upward advancement based on my performance.*

***Education***

B.Com Graduate 2001

Hailey College of Commerce, Punjab University Lahore, Pakistan

***Tech*. *Cert*.**

MCSE \ MCSA 2002

OCP (Oracle 8i - 9i, Developer 6i)

Infologix Institute of Technology, Gulberg-II, Lahore Pakistan

***Experience***

**National Commercial Bank \ I.T Service Desk Group**

 **Administrator – End User Support (2014 – 2017)**

* **Supported branch** and **corporate** users remotely for Windows and

banking apps like **NBL\BEAM\CCR\KOFAX\IVR\HPSM\IE\Outlook**

* Onsite visit for **VIP** users
* Check and Configure connected **hardware**
* Managed all **backups** including user data
* Achieved Resolutions within given **SLA’s**
* Supervised **application issues** with **vendors** including licensing
* **S**ingle **P**oint **of C**ontact for **field** engineers for all **h**ardware issues
* **F**ollow **Up** with all users to confirm their issues have been resolved

***H****ighest* ***no. of t****ickets\****i****ncidents resolved per day\month\year within our I.T Support Group.*

**National Comm. Bank \ Network Operations Center**

**Resident Engineer (2008 – 2014)**

* Remotely **s**upported **b**ranch **n**etworks and connected VSat
* **M**onitor & **T**roubleshoot **n**etwork for **700+ ATM** Terminals
* Checking **T**ransactions through **Gasper & Base24** App
* Administered **d**aily tasks with coordinators and support teams
* Documented **Daily Reports** for Summary and Escalations
* **S**ingle **P**oint **Of C**ontact between NCB ad vendors
* **Arranged a**ccess **p**ermissions for Teams in Restricted Premises

 **Special Projects:**

* Received Best Performance Award for ATM Migration Project in

2009 for 300 sites migrated to Jeddah Hub within 19 days

* Implemented ATM Router Project for all 700 sites
* Completed ATM Renovation Projects for all sites
* Participated in NOC ATM Group Migration Project
* EID & Hajj Service Availability Task (Maintained 99% Availability)

**SHABAKAH.NET - Al Rajhi Group**

**Tech. Support (2006 – 2008)**

* ADSL Activation, Configuration & **C**lient side installation
* Visiting Clients for **M**aintenance & Troubleshooting
* Supporting Clients on **H**elpline to resolve minor issues
* Installing\Configuring **W**ireless **H**ome **Network**
* Making Daily **R**eports

**TALANET**

**I.T Admin (2004 – 2006)**

* Responsible for ***S****upport* ***O****perations* ***for LAN \ WLAN \ WAN***
* Completed Installation & Maintenance of ***W****ireless* ***C****ommunication*

***For*** 15 clients

* Administered & Maintained **W**indows **S**erver **2003\2008**
* **ISA S**erver**\F**orefront **TMG**\Surf Control 5.0 & other proxy servers
* Admin for **S**ymantec **A**ntivirus **S**erver **& C**lient
* **Introduced Dual WAN Setup** Devices for 100% network availability
* **Installed B**andwidth **C**ontrol Hardware and Software
* Maintained **B**ackup **S**ervers for Disaster Recovery
* Handled Client side Installations & Troubleshooting
* Processed Monthly **R**eports **for d**ata **u**sage
* **P**urchased **n**ecessary **h**ardware\software upgrades & patches

 **Special Projects;**

* Continental Village – Completed Internet Solution for 80 clients
* StarNet Café – Completed setup 30 + clients and server

**Skills:**

* Microsoft Windows and Office – Complete Setup (All versions)
* Windows Server Complete Setup including Group Policies
* Active Directory, DNS, DHCP
* Centralized Setup for Server\Client Antivirus
* TMG (formerly known as ISA Server) & Other Proxy Servers
* Oracle Server\Client Complete Setup
* Surf Control (Web Filter)
* Bandwidth Management Apps plus Hardware
* Full End User Support for Desktop\Laptop, Installation\Upgrade\Maintenance\Troubleshoot
* Full installation & Support for Wireless and Wired Networks
* USB and Network printers\ Plotters, Scanners, Pinpads, Docking Stations e.tc
* Dual WAN Routers, Wireless Access Points \ Bridges \ Routers\

Repeaters e,t.c

* Gasper Vantage & Base24 (ATM Monitoring Tools)
* Beam10\CCR\DameWare\NBL\LOS\HP Service Manager
* ERP Applications Setup
* Multiple Network Analyze &Troubleshooting tools
* Basic Firewalls, Internet Café & Hotspot Software’s
* VOIP Devices and Gateways
* CCTV Complete Setup
* Train and motivate End Users for Windows\Office\ERP apps and attached hardware.

**Prepare** Fully automated (**unattended**) Windows Installation CD’s

as per client requirements including service packs\ security updates\patches,

third party apps, drivers, and windows predefined settings like Language Interface, IE settings for proxy and other options, user accounts\passwords, company logo and contact info, windows services enabled\disabled and lot more.