**Shaikh**

**Sheikh.372645@2freemail.com**

**Professional Summary**

An enthusiastic professional with skills include:

* Troubleshooting & maintenance of Network & Workstations.
* Providing Helpdesk IT support for End users.
* Providing Network connectivity support.
* Provides timely responses to queries, Incidents & Problems as defined in SLA’s with efficiency.
* Gives the recommendation that the business is making the best use of its IT Services.
* Computer Hardware & Software (Installation / Configuration).
* Successfully Configured & Implemented Surveillance Cameras (CCTV) Cameras.

Reliable, hardworking & dedicated team player that works well under pressure & with minimum supervision. Customer oriented problem solver with an ability to adapt to new situations. Technical experience of more than 3 (three) years in troubleshooting & installation of systems & software. Also possessing easily transferable skills such as flexible working with deadlines, good communication & writing skills and a positive attitude.

**Technical Skills**

* Familiar with concepts of transmission, fiber optics & telecommunication well versed in network fundamentals/guidelines of machines operations.
* Knowledge of BSS, BTS, GSM & 3G, Wi-MAX with hands on experience in software & hardware installations/up-gradations of firewalls, switches & routers.
* Computer-literate with extensive software proficiency covering Microsoft Word, Excel, PowerPoint & Outlook.
* Network Configuration, Implementation & Management.
* Hardware Support.
* System Support CCTV (wired and wireless).
* Windows Installation.
* Surveillance Cameras.
* Network Trouble Shooting.

**CARRIER ACHIEVMENTS**

* Successfully installed & Configured Enterprise level Microsoft platform Servers for Accrescent Group of Companies Pvt. Ltd.
* Successfully Plan & did Infrastructure for Network with PC Installation of more than 72 Nodes.
* Trained & support more than 12 Employees of new Hired staff, who work all over Pakistan.
* Did Part Assembling on different Machines.
* Member of engineer’s team who rectify Network issues of Windfarm situated at Jhamphir own by FFCEL power by DESCON.

**Professional Experience**

**Accrescent Group of Companies (Pvt.) Limited** Karachi, Pakistan

is an engineering firm who has given complete engineering & power solutions to companies on the behalf Schneider electrics & also BMS solutions of Honeywell.

System & Network Administrator September, 2014 - Present

* To manage all Desktops & Laptops in Head Office & SITE Offices.
* Installations & Maintenance of Windows & Basic Software’s.
* Troubleshoot basic software & hardware errors.
* Manage printers.
* Mange Router & Switches.
* Manage topologies.
* Assist on deployment of network infrastructure.
* Troubleshoot basic network issues.
* Mange & Troubleshoot Operating (DHCP, DNS, TMG) & File Servers.
* Taking backup.
* Maintaining all procedures & policies.
* To assist Electronic & Electrical Engineers while they are on projects or on SITE.
* Give help if they have any query & Support regarding IT issues.

**Pakistan Telecommunication Company Limited** Karachi, Pakistan

is the leading telecommunication authority in Pakistan. The corporation provides telephonic & Internet services nationwide & is the backbone for the country's telecommunication infrastructure.

Technical Support Engineer/ Customer Service February, 2014 – August, 2014

(DSL Broadband Department)

* Troubleshooting & rectified user end technical issues regarding multimedia & DSL broadband services.
* Effectively delivered support related to Emails & Domain hosting services.
* Proficiently configured remote end ADSL broadband & wireless routers of different vendors, mainly Linksys, TP Link, Huawei, ZTE, and ZyXEL.
* Regularly attended daily team meetings to discuss top issues, open cases and information sharing practices.

**Madani Channel – Dawat-e-Islami** Karachi, Pakistan

is the largest non-political organization to promote the real face of Islam & the Madani Channel is one of the best tool to get fulfilled their Aim.

Trainee System & Network Administrator February, 2012 – April, 2012

(Internship)

* To manage all Desktops & Laptops in Head Office & SITE Offices.
* Installations & Maintenance of Windows & Basic Software’s.
* Troubleshoot basic software & hardware errors.
* Manage printers.
* Mange Router & Switches.
* Manage topologies.
* Assist on deployment of network infrastructure.
* Troubleshoot basic network issues.
* To assist basic staff & give help if they have any query.
* Support regarding IT issues to IT-Administrator

**Technomen Inc.** Karachi, Pakistan

is an out sourcing firm which has provided IT Support to different commercial firms.

Outdoor Computer Technician 6 Months in 2008

* Troubleshooting & maintenance of Network & Workstations.
* Provides timely responses to queries, Incidents & Problems as defined in SLA’s
* Gives the recommendation that the business is making the best use of its IT Services
* Installations of Windows OS, Softwares & Hardware.

**Paste earn (England)** Karachi, Pakistan

An Outsourcing/Offshoring Advertisement company in Pakistan that was successively running multiple campaign of its clients.

Advertisement & Marketing Assistant 6 Months in 2008

* E-Commerce support.
* Searching & finding of New Website for classified.

**Final Year Project** January, 2011 – December, 2011

* Research Paper on Security Audit.
* Design a complete network infrastructure.
* Penetration testing & Rectifying Network loop holes.
* Defend Hacker attack & make secure network after all that concerns researching.

**Academic Education**

*Institute of Business & Technology (BIZTEK / IBT / Ilma University)* April, 2012

Bachelors of Sciences in Computer Sciences

* Specialization in Networking

**EXTRA QUALIFICATION & COMPUTER SKILLS**

* Microsoft Certified Solution Expert 2012 (Training, Exam hasn't given yet)
* Microsoft -FTMG 2010 (Training, Exam hasn't given yet)
* Microsoft Exchange Server 2010 (Training, Exam hasn't given yet)
* Red hat Linux 5 -Enterprise (Training, Exam hasn't given yet)
	+ from Computer Collegiate 2014-15
* Cisco Certified Network Administrator (Training, Exam not given)
	+ Routing & Switching from AMI Apex 2012
* Hardware troubleshooting & Software Maintenance course
	+ from Professional Academy of Computer Career in 2005

**Extra-Curricular Activities**

* Sports Lover, especially like to play Cricket
* Surfing on Internet, searching New Sites & bloggers Reading Newspaper & Novels
* Leadership skills & a good Team player also Loving to work as an Art with Uniqueness

**PERSONAL PROFILE**

* Date of Birth : 12th December, 1988
* Nationality & VISA : Pakistani & Visit