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TOUSEEF

*Experienced IT support executive*

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# Career Objective

* Highly proficient and result oriented network engineer with more than 10 years of extensive hands-on industry experience of telecommunication management, IT system administration, and customer supportwho loves nothing more than helping customers by resolving their technical issues with extensive experience of performing diagnostics and resolving customers technical problems via telephone, e-mail and one to one.
* Proven ability to provide creative and effective server and networking strategies through the application of highly developed problem solving skills.
* MCSE& CCNA certified and experienced in the implementation Help Desk Support and Troubleshooting for software hardware, IT infrastructure. Having a proven track record of successfully finding the root causes of problems, resolving them or forwarding suggestions for improvements
* Looking for a company which will challenge my problem solving skills and allow me to continue to develop my knowledge and potential.

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# KEY AREAS OF EXPERTISE

* Computer networks and TCP/IP
* Core IP Technology Management
* MS Windows Server 2003/2012/2016, Exchange Server ,Active Directory, DHCP, DNS,DDNS, WSUS,Group policy management.
* MSOffice (Word, Excel, Access, Power Point, Outlook Express, E-mail)
* Desktop Support/ Query resolution
* Microsoft Server Infrastructure
* Install/Configure/Support LAN, WAN & VLAN
* Customer service & Handling complaints.

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# WORK EXPERIENCE

**Etisalat Emirates Telecommunication Company**

**Technical Support Engineer/ technical& billing complaint coordinator**

# Jun 2008 – April 2018

Providing advice, support and practical assistance to system users via the IT service

desk telephone system and remote support software tools. Logging and processing

support issues via telephone or email whilst ensuring a high level of customer

service.

***Jobs and Responsibilities:***

* My role in this job is the configuration, analysis and troubleshooting of various modems/routers of customers over the phone, email and chats according to their needs and to handle their concerns by providing seamless customer service ensuring smooth and secure operations of the company.
* Windows Server administration and maintenance including Active Directory and Group Policy.
* Providing Technical support for various Internet related services: ADSL Connectivity, GPON connectivity, IPTV, Internet Leased Lines and Wireless Hotspots etc.
* Oversaw the local configuration of a new server/communications room and installed application servers as well as configured and deployed desktop hardware and software into the new network environment
* Configuration of Microsoft Outlook, Virtual Email’s & Troubleshoot and providing support for Web Hosting Services and Domain Name Registration etc.
* Installation and configuration of Broadband & ADSL Routers like Siemens, Aztech, Cisco, Linksys, Net gear, Bell kin, SMC and D-Link etc.
* Handling the Technical and Billing (internet) complains. Handling major outages and follow up with the concern on time. Handling TRA, Media, Care and Regional billing complaints.
* Ability to investigate and solve basic and advance hardware/software problems with knowledge of TCP/IP, LAN, WAN, IP Routing & Switching, DNS, DHCP, etc
* Provide secondary support for LAN administration.
* Involved in training of new staff in providing product / technical Knowledge.
* Escalated Internet technical issues to the concerned departments and Broadcasting Planned Outages and Hazardous Network conditions
* Assisted in troubleshooting user problems relating to Operating System issues (Windows XP, Vista, Win 7, Network Connectivity, TCP/IP configuration.
* Coordination with Back end technical teams and with different Etisalat Departments for resolving technical issues in a timely manner.
* Involved in the evaluation & testing of new services & products for company – Etisalat.
* Able to work independently and efficiently to meet deadlines and actively participated in team and departmental meetings daily.
* Good expertise in Microsoft Excel and Crystal Reports.
* Making the complaints of the customer’s problem by escalating to the concerned department and follow up these complaints by coordinating with them.

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# Ramada Continental Hotel, Dubai, UAE.

# IT Support Executive

# May 2004 –Sep 2005

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.

Other duties include:

* Responsible for diagnosing & resolving hardware, software & end users problems.
* Configured end user devices such as laptops/desktops, printers, and shared office equipment.
* Developing the infrastructure and systems to meet the company’s needs.
* Involved in the rollout of software updates and patches.
* Face to face dealing through outdoor marketing and meeting with third party technical specialists
* Collaborated in the planning of the new satellite office infrastructure and oversaw or assisted with installation from cabling to routers, switches, and Cisco IP phones. Ordered and setup all work stations, printers, and copiers at new office location
* Configuring and managing backup & restore procedures
* Supported and maintained LAN/WAN and related equipment.
* Provide secondary support for LAN administration.
* Deploying new hardware, server backups & evaluating new software & security risks.
* Assisted office personnel with network and computer problems, provided troubleshooting, and owned issues to resolution.
* Installed, managed Microsoft Systems Management Server and McAfee ePolicy Orchestrator Enterprise Antivirus.

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# ACADEMIC QUALIFICATIONS

**BSComputer Science** from **University of Central Punjab (UCP), Lahore, Pakistan.** 1999 – 2002

**Cisco Certified Network Associate (CCNA),** Routing, Switching, Troubleshooting

**MCSE/ ITIL Foundation Certification (**Server Virtualization with windows server Hyper-V & System center specialist**)**

**Intermediate (Pre-Engineering)** from **Pak Islamia College**, **AL-Ain**, **UAE.**1996 – 1998

**Matriculation (Science)** from **Pak Islamia H/S school**, **Al-Ain**, **UAE**. 1994 - 1996

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**PERSONAL PROFILE**

**Nationality:** Pakistani

**Date of Birth:** 19 July 1980

# Place of Birth: Abu-Dhabi, UAE

**Visa Status:** Employment

**Driving license:** Valid UAE D/L

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# SKILLS AND ABILITIES

* Proficiency in the troubleshooting and resolution of all client queries.
* Able to communicate complex IT issues to suppliers and non-technical staff.
* Demonstrating empathy and understanding when talking to customers.
* Experience of setting up and maintaining hardware and software systems.
* IT security experience including anti-virus / malware, encryption deployment.

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# REFERENCES

Available upon request

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