*** Waqas***

Address: Dubai, UAE

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 **(Google Certified)**

**OBJECTIVE**:



Seeking a position as **Administration, IT / Desktop Support, Digital Marketing, Help Desk, Assistant** **System Admin** with a well-established organization that will utilize my exceptional organizational skills, **proven 9 Year of IT Experience** and management skills that will help me for further growth in my career.

**KEY SKILLS**

* **Provide 1st, 2nd, 3rd level, support to end-user**
* **Windows Server (2008/12/16/19).**
* **Cloud Data Storage, NAS Storage**
* **Office 365, G Suite**
* **Active Directory, Group Policy, GPO, VPN, HTTP, Users & Computers, Domain.**
* **OS Installation (Windows, Mac, Linux).**
* **Hardware Troubleshooting.**
* **Desktop Support / Help Desk Technician**
* **Printer, MFP, Plotter Installation (Network, USB, Sharing).**
* **Scanner Configuration, Installation and. Configuration on Network.**
* **Email Configuration (Exchange, Pop3 / IMap).**
* **Windows Update, Antivirus Update.**
* **Server Backup, Restore.**
* Having Experience to handle **100 users** **lonely**

**WORK EXPERIENCE**

* **Understanding IT Standards.**
* **Network Infrastructure** (Cable Pooling,Patching, Fixing Patch Panel, Network Face Plate, Key Stone Jacks, RJ11, RJ45).
* **IT Asset Management** (New Asset,Registering, Asset to Manufactures, Discard / Write Off, Proper Asset Number & Labelling).
* **Attendance Machine (Finger / Face /Card) New User, Delete User, Data backup).**
* **Assembling PC’s & Replacing Faculty Accessories**
* **IP Cameras Installation & Configuration**
* **Complete Computer Hardware Software and Networking on LAN Networking**
* **Computer & Laptop Repairing**
* **Web Design & Development** (CMS, html,CSS, Bootstrap, WordPress)
* Search Engine Optimization **(SEO)**
* **Graphics Designing** (adobe Photoshop,Illustrator)
* **Quick learner with desire to learn new tools and techniques**



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| **October, 2018 to Present** |  |
| **IT Support & Digital Marketing Officer** |  |
|  |  |  **Dubai, UAE** |
| **Responsibilities** |  |
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* **Handling IT Operations** (Provide Level 1 technical troubleshooting of Pcs, Server &Network by using IT Service Management.)
* **Setup Laptops, PCs, Projector, Screens, Printers, Scanners, IP Cisco Phones and other hardware environment.**
* **SEO** (Search Engine Optimization), **Google AdWords**, **Social Media Ads Campaigns**
* Working with **Different clients, Supporting Physically and Remotely, Visit Sites**
	+ **Active Directory (**User Creation, Password resetting, User Policies Updating)
	+ **Server Data Backup and Restore, Data Sharing**
	+ Support Office 365, outlook, word, excel
	+ Working on IP telephony VOIP PBAX technology.
	+ **Configuration and maintain Microsoft Exchange & ISA Server**
	+ Install, Upgrade and **Configure IT Equipment** as per requirements.
	+ **Deploy Microsoft Windows** 7,8,10 Service packs and **Microsoft Applications**
	+ **PCs, Laptops, LCD, replacement and Repairing**
	+ **Setup group policies, network security, File server & Sharing, NAS Storage**
	+ Day to day administration of **windows server** environment. (AD, DNS, DHCP, VPN)
	+ Manage relationship with **IT vendors** for network management, order and maintenance.
	+ **Wireless & LAN** Diagnose, **Troubleshooting and connectivity.**
	+ Windows **Updating, Patching, Antivirus Update**.
	+ **Manage ticketing request** from and user, **Services Desk Manager Tool**.
	+ **Email (**Exchange Account, Create Email Rules, Troubleshooting Outlook)
	+ **Printer Scanner, Desktop, Laptop Configuration,** Installing and Troubleshooting**.**
	+ New Device Installation, **Deal with Staff/Clients** through a series of actions either face to face or over the phone
	+ Test and evaluate new technologies.
	+ Configure and support users for **O365** (including SharePoint, Skype for Business and OneDrive)
* **March, 2016 to Oct, 2018**



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| **IT Manager** |  |  |
| **Responsibilities** | **Lahore, Pakistan** |  |
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* Installation **of OS, Standard Software’s, Printers, Scanner, PC Peripheral**
* **Diagnose, Troubleshoot Desktop and Laptops,** Assembling, replacing defective parts
* Having Experience setting up to **50 users IT Infrastructure Lonely.**
* **Computer, Laptops Hardware Software Networking, Repairing**
* **Purchase IT Equipment’s and Installed as per Requirements**
* **Server Data Backup and Restore**
* **MFP Network Configuration and Installation, Repairing** of Basic Printers and Scanners
* **Emails** (New Account, Backup, Restore, Troubleshooting outlook)
* **Security** (Data backup, Windows Security Updates, Antivirus, Firewall)
* **CCTV Cameras** (Installation, Configuration, Monitoring, Diagnose and Troubleshooting)
* Handle Students **Computer Lab** with more than **60 Computers and Laptops**
* **Microsoft Windows Server 2008/2012 Domain, DNS, DHCP, Installation, Configuration.**
* **Active Directory (Users, Computers, Policies, Firewall, Data Sharing, Print Sharing)**
* New Device Installation, **Deal with Staff/Clients** through a series of actions either face to face or over the phone
* Networking Cabling (Cable Pooling, Crimping & Termination (RJ45, RJ11)
* **Bio Matric System** (Installation, Configuration)
* Manage Oracle Students Portal & online Governments MIS Portals
* Manage **Bachelor’s Degree**, **Diplomas**, and **Governments Projects**
	+ **Office administration** (Admissions, New Projects, Deal Students, Business Development)
	+ **Facebook Ads Campaigns** for promotions
	+ **Web Design & Development** (HTML, PHP, CSS, Bootstraps, WordPress)
* **March, 2010 to December, 2015 Network Administrator**

**Responsibilities**

* **Ensure stable and reliable ISP network** services (e.g. access products, service networksand core network).
* **Telecommunication ISP / Networking / Cabling / Patching**
* User Creation, Assign profile, MAC banding, DHCP Configurations in **MikroTik Server**
* **Network troubleshooting and fault analysis; hardware troubleshooting and repair.**
* Installation Windows, Software’s, Hardware Complete **IT Support via Remote** & at

**Doorstep**

* **Manage Customer Complaints, Fee Recovery, Customer Services, And New Connections.**
* Configure **Printer, Scanner, Routers, Modems, Indoor, Outdoor Networking**
* Monitoring and Maintaining **MikroTik Server & Networks**
* **Repair** Computers, Laptops, Routers, Modems
* Day-to-day **network performance monitoring**.
* **Deployment** and **maintenance of network monitoring, analysis** and reporting tools.
* Providing **ISP Services to 500 Customers with IT, Networking Team**
* Installation of network hardware and software.

**ACADEMIC QUALIFCATIONS**

2011 - 2014 **INTERMEDIATE (COMPUTER SCIENCE)**

*Allama Iqbal Open University Islamabad, Pakistan*

2008 – 2010 **MATRICULATION (COMPUTER SCIENCE)**

*Board of Intermediate and Secondary Education, Pakistan*

**PROFESSIONAL CERTIFICATION**

**FUNDAMENTALS OF DIGITAL MARKETING CERTIFICATION** *Google Digital Garage*

**ADVANCE GOOGLE ANALYTICS CERTIFICATION**

*Google Academy*

**GOOGLE MY BUSINESS CERTIFICATION**

*Google Academy*

**DIPLOMA IN COMPUTER HARDWARE & SOFTWARE**

*Professional Skill Sciences Council - Government of the Punjab, Pakistan*

**DIPLOMA IN COMPUTER NETWORKING**

*Professional Skill Sciences Council - Government of the Punjab, Pakistan*

**DIPLOMA IN GRAPHICS DESIGNING**

*NAVTTC - Government of the Pakistan*

**DIPLOMA IN WORDPRESS & SEO (SERACH ENGINE OPTIMIZATION)**

*PNY training Institute Lahore - Punjab, Pakistan*

**DIPLOMA IN WEB DESIGN & DEVELOPMENT**

*Hunerkada College of Visual and Performing Art Lahore - Punjab, Pakistan*

**PERSONAL PROFILE**

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|  | Date of Birth | 07-07-1994 |
|  | Marital Status | Single |
|  | Nationality | Pakistani |
|  | Visa Status | Employment |
|  | Joining Availability | One Month Notice Period |
|  | Driving license | In Process |

**LANGUAGES**

* English
* Urdu
* Hindi