**Monis**

**Address : Al Barsha ,Dubai**

**Email:** [**monis-394661@2freemail.com**](mailto:monis-394661@2freemail.com)

**Visit Visa Valid till: 18-Dec-2019**

**CAREER OBJECTIVE:**

Looking for challenging role in a reputable organization to utilize my technical,database and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector

**CAREER PROFILE/SKILLS:**

* **CCNA, Networking**
* **Desktop Support**
* **Router and switches management**
* **Cloud Solutions**
* **CCTV and Biometric**
* **IT products procurement and supply**
* **Remote Consulting and resolving Issues**
* **VPN and Firewall administration**
* **Python, Programmable Networking**
* **Emails Management**
* **Server Backup and Restore**
* **Office 365**

**PROFESSIONAL WORK EXPERIENCE:**

**Organization:**

**Tenure:**

(Leading Innovative Business Development Firm in Pakistan and UAE)

April 2018 – July 2019

**Designation:**

IT Support Analyst

**Responsibilities:**

* Participated in Building, deploying, 1st and 2nd line supporting PCs on Windows 7
* Support and maintain Microsoft Dynamics 365 to ensure smooth operations workflow
* Provide second line technical support via phone email and remote access
* Maintains the Computer Network and Servers
* Learn to plan future improvements and suggesting IT solutions to business Problems.
* Administration of Active Directory, Creating new users profile and setup login detail.
* Proactive when dealing with user issues and take ownership of problems.
* Assist with the maintenance of firewalls and other networking equipment’s
* Responding to call-outs in a timely fashion

**Achievement:**

* Contributed toward network installation encompassing 150 workstations, 50 printers, and 4 communication rooms with supporting infrastructure. Move was accomplished within 3 weeks.
* Helped retain customers and increase sales by reconfiguring buggy e-commerce platform, in collaboration with web marketing team.
* Led and supervise the IT Support(5 staff) Team responsible for whole campus

**Organization:**

(International Airline like Emirates)

**Tenure:** June 2017 –July 2017

**Designation:** Trainee IT Support

**Responsibilities:**

* Provide Technical Support across the company
* Replacing and repairing equipment as necessary
* Setting up accounts for new users
* Floor Walking to support users up to 2nd line
* Reset user profile password and unlocking profile
* Testing new Technology

**ACADEMIC EDUCATION:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **DEGREE/CERTIFICATION** |  |  | **EXAMINING BODY:** | |  | **YEAR** |  |
|  |  |  |  |  |  |  |  |  |
|  | Bachelors of | |  | Sir Syed University of engineering and Technology | |  | 2019 |  |
|  | Telecommunication Engineering | |  |  |  |  |  |  |
|  | Pre-Engineering | |  | Board of Intermediate Education, Karachi | |  | 2014 |  |

**CERTIFICATION/ ADDITIONAL SKILLS:**

1. **Cisco Certified Network Associate/ CCNA** o **MCSA**

o **Office 365** o **ITIL**

o **MS Office** (All versions, esp. MS Word, MS Power Point and MS Excel)

o **MS Excel** (MS Formulae, Reports Automation, Presentations w.r.t. Analysis)

o **Power Bi** (Business Analytics Service by Microsoft, provide Interactive visualization and reports)

**TRAININGS & WORKSHOPS:**

**Office 365– Subscription Service Offered by Microsoft** **Year - 2018**

* Successfully meeting the requirements of Service Excellence Training by Microsoft on Office 365

**Excel GURU Training** **Year - 2018**

* Intermediate and advance levels of MS excel

**PERSONAL INFORMATION:**

**Date of Birth** : 09-02-2019

**REFERENCE:**

Reference will be furnished on demand.