**Tanveer**

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**Career Summary**

I am aseasoned ICT professional with a technical expertise and Pre-Sales acumen, having more than ten years of experience in IT/Telecommunication industry (Data, Voice, and Pre-Sales Technical).

I have in-depth experience in all stages of the product life cycle, from sales/technical presentation to system and user acceptance testing, followed by system implementation and user training.

I am customer-focused, profit driven and a team player/leader that strongly believes in promoting customer loyalty by ensuring that the customer fully utilizes the value of the solution and services provided.

Having hands-on experience inAVAYA Telephony, Microsoft System Administration and Cisco Network Administration.

**Professional Experience**

**Pronet (Pvt) Limited**

Pronet (Pvt) Limited was incorporated in Pakistan in the year 1996 to engage in bringing comprehensive IT solutions with a host of related services to address enterprise business needs with a tailor made solution in today’s dynamic digital business environment.

**Manager Pre-Sales and Technical** (January 2014 to September 2017)

* Helping sales executives by making technical presentations, answering technical questions and managing customer trial through email, phone and on-site visits.
* Offered post and pre-sales technical support for current and new customers.
* Performing customer product demonstrations and supporting targeted sales opportunities.
* Assists and participates in developing RFI, RFP and RFQ responses.
* Provided feedback on the releases of new products.
* Preparing report of product issues and deficiencies and coordinating with OEMs for improvements.
* Creating POC prototype solutions.
* Providing tradeshow support.
* Acted as the mediator between client and sales team both in business and technical capacity.
* Worked directly as well as with partners where relevant.

**Pre-Sales Engineer** (September 2012 to December 2013)

* Assist in coordination of technical sales activities related to perspective customers and partners.
* Transfer industry, technical, and product knowledge to customers and partners
* Learn relevant solution sets, architectures and full product line specifications.
* Participate in technical presentations for customers, partners and prospects.
* Assist in the development of formal sales proposals.
* Set-up and operate equipment for customer demonstrations and evaluations.
* Proactive Execution on established plans to prevent post sales issues that shorten time to revenue.
* Provide technical support via phone, email and meeting for company’s products:
* Answer technical inquiries, diagnose reported problems or configuration issues, and recommend possible solutions.
* Collaborates with sales, service, R&D, and technical support resources to ensure proposed deals include technical solutions that accurately address customer needs.
* Develops RFI, RFP and RFQ responses.

**Americom Technology**

Belonging to a new breed of high technology companies focusing on cutting edge communications technology, it is dedicated to providing communication and connectivity solutions to both government and private enterprises with the presence in major cities of Pakistan.

**Snr. AVAYA Telecom Engineer** (January 2008 to February 2012)

* Avaya IP Telephony Design and Implementation, Including provisioning of circuit cards, trunking and VoIP phones
* Plan and maintain the technical, logical configuration of phone system technologies.
* Translate core understanding of telecom vendor products into specific implementable solutions and as applicable oversee implementation of those solutions.
* Work with multiple Tier 1 telecom vendors on a variety of products and service (MPLS, Voice, IP, ISDN, Hosting, Wireless/Mobility, Fiber etc.).
* Collaborate with outside vendors/projectleads to provide knowledge of network and voice technologies to ensure successful implementations of new or changed systems.
* Advanced knowledge and experience with Avaya Media Server Platforms including Multi-Carrier Cabinets G-Series Gateways, S-Series Gateways, LSP and ESS systems.
* Advanced knowledge and experience with Avaya Communications Manager Software, including CMS Reporting (admin and design), Call Accounting and Call Recording Software systems.
* Advanced knowledge of circuit provisioning, testing and troubleshooting.
* Advanced call center ACD experience.
* Advanced Inbound and Outbound call routing and dial plan design.
* Experience with configuration and installation of multiplexors.
* Experience with IVR connectivity and design.
* Avaya Audix Voicemail administration.
* Provisioning and troubleshooting of Cellular Devices.
* 2N GSM GateWay installation and configuration with PABX Systems.

**Momenta Qatar W.L.L.**(Call Centre for Doha Asian Games 2006)

Momenta is a technology, media and telecommunications company working on the principles of outsourcing, Knowledgemanagement and human resource management.

**IT Administrator** (December 2006 to December 2007)

* Maintaining the company's IT network, servers and security systems.
* Responsible for investigating and diagnosing network problems, collecting IT usage stats, making recommendations for improving the company's IT systems and carrying out routine configuration and installation of IT solutions.
* Designing, Installation and Configuration of LAN and WAN Networks.
* Installation and configuring of Cisco internetworking Devices.
* Installation and configuration of Servers with Microsoft Windows Server 2003 Operating System.
* Installation and configuration of Microsoft Active Directory.
* Exchange Servers (Front end and back end servers for Internal and External Emails).
* Application Server for user’s data and File and Print services.
* Procurement of all IT Equipment.
* Installation and configuration of Avaya PABX solution.
* Assists in the planning, design, documentation, and implementation of various systems include desktopPCs, servers, network equipment, and software applications
* Monitors and maintains photocopiers and printers.
* Develops, maintains, and monitors procedures for all server backups.
* Monitors, plans, and coordinates the distribution of client/server software and service packs.
* Makes recommendations for new equipment and services to purchase and works with various vendors forProcurement.
* Perform on-site and remote technical support.
* Provides emergency on-call support on a rotating schedule.
* Provide network and desktop support to over 280 users.
* Provide Voice-over IP support and management.
* Support Video Conference for all offices in the Wide Area Network
* Make frequent visit to branch offices for repair and technology needs.
* Installs and tests computers and related network hardware in a LAN/WAN environment.
* Train branch managers with simple network troubleshooting techniques.
* Oversee network and server configuration maintenance and management
* Ensuring data is backed up on a regular basis using Backup software
* Overseeing computer security and anti-virus updates etc.
* Carrying out client computer maintenance.
* Maintain and manage VOIP branch office systems
* Induct and train new staff on the computer systems and company policies
* Ensuring all software is properly licensed and up to date.

**Descon Engineering Qatar L.L.C**

DESCON is the biggest EPC contractor in the Country, having worldwide offices in UAE, Qatar, Oman and Bahrain. Having jointventure with JGC Middle East FZE (Japan) designing facilities for Dolphin Gas Plant Project in RAS LAFFAN Qatar

**Network/System Administrator** (January 2003 to November 2006)

* Designing, Managing and Configuration of LAN and WAN Networks
* Installation and configuring of Cisco Routers and Switches
* Installation and configuration of Dell Power Edge 2800, 2600 Servers with Windows Servers 2003Operating System
* Installation and configuration of Microsoft Active Directory Services.
* Installation and configuration of Microsoft Exchange Server
* Application Servers for user’s data and File and Print services.
* Microsoft Internet Security and Acceleration Server with Cache, Firewall and Proxy serverConfiguration and filtering all inbound and outbound traffic
* MS SQL SERVER 2000 handling multiple databases.
* Symantec Anti-Virus Server (Enterprise Edition).
* Installation, Configuration and troubleshooting of over 500 client machines having Windows XPProfessional
* Provide Desktop Support to the users.
* Coordination with the IT equipment suppliers.
* Provide System Support to Sister Companies.
* User administration (setup and maintaining accounts)
* Verify that peripherals are working properly.
* Quickly arrange repair for hardware in occasion of hardware failure.
* Create a backup and recovery policy.
* Monitor network communication.
* Update system as soon as new version of OS and application software comes out.
* Implement the policies for the use of the computer system and network.
* Setup security policies for users.

**Academic Qualifications**

BS (CS) (Honors) University of Azad Jammu and Kashmir(AJK, Pakistan) 2002-2006

BCOM-IT University of the Punjab (Lahore, Pakistan) 1998-2001

HSSC Federal Board(Islamabad, Pakistan) 1995-1997

SSC Federal Board (Islamabad, Pakistan) 1994-1995

**ProfessionalCertifications**

ACA (Avaya Certified Associate) 2008

CTP-2007 (Convergence Technologies Professional) 2008

MCSE-2000 (Microsoft Certified System Engineer) 2002

CCNA (Cisco Certified Network Associate) 2002

**Personal Details**

Date of Birth: 25th March, 1978

Gender: Male

Nationality: Pakistani

**(Having Transferable Visa with Qatar Driving License)**