Shuaib

Email: [Shuaib.376034@2freemail.com](mailto:Shuaib.376034@2freemail.com)

Information Technology

PERSONAL STATEMENT

Looking for an opportunity where I can utilize my +12 years’ VOIP & IT experience in the new working environment, in order to achieve the company goals and objectives. I am multi-talented with good all round technical skills and the ability to develop and maintain close working relationships with other support and development teams.

WORK EXPERIENCE

Technical Associate

DVCOM Technologies, Dubai

September, 2017 – Present

DVCOM Technology established in 2007 is an Open Source IP Telephony, Video Conferencing and Network Solutions company. Furthermore, DVCOM is Value added Distributors for Various Brands in IP Phones, IP PBX, Telepresence, VPN Routers, IP Intercoms, Audio Paging, IP/Mac Management & Network Security in MENA region.

Employment Responsibilities

• Working on after-sales support services and providing technical support to the clients for VOIP and network products & services.

• Providing on-site IT support for internal users and for sister companies.

• Making technical presentations and demonstrating how a product meets client needs.

• New VOIP & Network device/firmware/features testing.

• Website Development and SEO.

• Graphic Designing.

• Network & technical diagrams.

• Technical documentations

VOIP (Voice over IP) Engineer

Moby Media Group, Dubai

Job Location: Kabul

Project: Vencap

June, 2008 – September, 2015

MOBY GROUP, Headquartered in Dubai, is a leading media company that owns & operates several satellite TV channels, FM radio stations, media production and information technology businesses in UAE and emerging markets of South Asia.

Vencap is an entity of Moby Media Group (www.mobygroup.com) and operates the IVR & SMS services for Afghanistan and TELEPHONY services for headquarter and branch offices located in different countries (Dubai, India, Afghanistan and Iraq).

Employment Responsibilities

• Responsible for planning, implementation, integrated, and support of voice and SMS services.

• Planned, installed, developed and managed Asterisk systems for various IVR services.

• Installed, Implemented and managed Asterisk based PBX system for Mumbai, Dubai, Kabul and Iraq offices and provided support for approximately 600 desktop phones for all the remote and local offices.

• Installed computer hardware, operating systems, applications and any other IT infrastructure components.

• Troubleshooting IT Infrastructure incidents and Application errors, diagnosing and solving hardware/software & network faults.

• Created and maintained IP infrastructure technical diagrams, documentation as required.

• Responsible for networking and troubleshooting issues.

• Planned, installed, developed and managed Kannel based ESME for various SMS services over SMPP link.

• Server Maintenance and backup.

• Accountable for smooth and efficient IT operation.

• Search and Evaluate new technologies for optimum utilization of resources.

• Managing IT Infrastructure efficiently to optimize performance of infrastructure for better user experience and savings.

• Communicates with other Departments regarding their IT requirements.

• CCTV installation and maintenance.

I have +7 years hands-on experience in IT infrastructure, Asterisk, good knowledge of Network, Documentation, Diagram, Management and Customer relationship.

IT Support Engineer cum Department Supervisor

Kaveri Warehousing Private Limited, New Delhi, India

Project: Reliance Communications

Team Size: 12

February, 2003 – May, 2008

Employment Responsibilities

• Installation & Support of Desktop, Notebook, Printers, Scanner etc.

• Installation & Troubleshooting of Laser Jet Printers (Network & Local), Zebra Printers etc.

• Installation & Troubleshooting of Lotus Notes 7 client, ERP Software (SAP/R3) client.

• Provided support to Users at software level and Antivirus Support

• MIS reporting to central Logistics-Delhi & Mumbai Commercial.

• Monthly SAP/3 vs Physical Serial Number wise Data Reconciliation.

• Coordinated with Vendors for Re-Placement and Refurbish Activity of the Terminal Phones/Mobile Phones.

• Attended Reliance WW/CDC and Recovery Department for handling all types of Reliance Mobiles Phones and terminal phones.

Furthermore, the necessary warehousing management related job i.e. Stock accounting; Documentation, Reconciliation, Transportation, Vendor bill passing and Customer Care Quarries are the area of responsibilities, which I was performing up to the satisfaction of Reliance Management.

QUALIFICATIONS

 MSc in Telecom Technology

Sikkim Manipal University, India

 BBA (Bachelor of Business Administration)

Sikkim Manipal University, India

CERTIFICATIONS

 CIPT1 (v8.0) (Implementing Cisco Unified Communications Manager)

 CCNA VOICE (Cisco Certified Network Associate in VOICE)

 CCNA (Cisco Certified Network Associate)

 ITIL® Foundation in IT Service Management

 Peplink Certified Engineer

Verification Code: q8SUwh0LOi

TRAININGS

 CCNP Voice (Hyderabad, INDIA)

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 CCNA (New Delhi, INDIA)

 ASTERISK Advanced Training by Digium (DUBAI, UAE)

ACHIEVEMENTS

 Chosen for Employee of the Month by Moby Media Group in 2012, in recognition of outstanding performance, innovation, commitment, dedication and team spirit.

PERSONAL DETAILS

Date of Birth: 10th May 1982

Language Known: Hindi, Urdu and English

Nationality: Indian

Strength: Hard Worker, Quick Learner, Leadership Qualities, Positive attitude.

Preferred Location: United Arab Emirates

(SHUAIB )