|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NAUMAN**  C/o- +971 502360357 | [nauman.379345@2freemail.com](mailto:nauman.379345@2freemail.com) | | | | |
| **PROFILE** | | | | |
| Talented IT/Network Engineer with over 7 years’ experience utilizing exceptional training, certifications, and experience as a technology support specialist. Proven track record solving IP network issues in timely and cost efficient manner while maintaining client Service Level Agreements (SLA) up-time. Exceptional experience with 1st, 2nd, and 3rd line support working in fast-paced, deadline-oriented environments. Strong leader with experience training end user and advising technical groups on ETL best practice skills. | | | | |
|  | | | | |
| **TECHNICAL Certification &SKILLS** | | | | |
| * **CCNA, HP ESD: Field Service Training** * **VoIP So**lutions Infrastructure. * **Operating Systems:** Windows, Unix, Linux | | | | |
| **CAREER DEVELOPMENT** | | | | |
| **Al Ain General Contracting Company U.A.E IT Infrastructure/Network Engineer Oct 2014 to date**  Resident at ASKARI Office ABU DHABI Currently Working on a highly secured Armed Forces Project.  **Some Responsibilities but not limited to**:   * Implementing, maintaining, supporting, developing and, in some cases designingcommunication networks within an organization or between organizations. * Engineering team member supporting enterprise networks of multiple commercial clients. * Oversee network and equipment upgrades to include IOS, CatOS image upgrades, and configuration changes. * Maintain and troubleshoot Hp LAN\WAN Infrastructure. * Strong hardware and software L1, L2 and L3 support for machines and equipment. * Imaging, reinstallation backup and recovery. * Quickly resolve all IP network issues to reduce waste and downtime while also ensuring client Service Level Agreements. * Active Directory administration and management. * Provide tier 1, 2 and tier 3 support, to clients on a requirement based schedule. * Ensure thorough network documentation, including maintaining each account’s network matrix, backup configurations and network diagrams. * Administration, configuration and troubleshooting Cisco/HP Switches, Routers. * VPN, VLAN, telephony and high availability of network protocols.   **Hewlett Packard OSS(Onsite Support Engineer) 2011 To 2014**  HP/JBS support Team  **Resident at Ericsson Pakistan (Pvt.) LTD**.   * Used analytical skills and creativity to investigate and resolve customer's technical issues. * Manage multiple complex technical issues simultaneously. * Developed expertise in using and supporting our products and technologies, including LAN and networking products. * Investigate document, and track product bugs and customer feature requests. * Utilize diagnostic tools and debug files from customers. * Attempt to duplicate issues with lab equipment. * Participated actively during team meetings and reach out independently to other team members, sharing knowledge and assisting in troubleshooting. * Identify and prepare information for posting on the technical support web site and/or inclusion in technical documentation. * Identify trends in issues and make recommendations for ways to eliminate or reduce high frequency issues, streamline the support process or reduce utilization of developer time. * Maintain, extend and document the technical support lab. * Research, test and evaluate competing or complementary products. * Communicate solutions to customers of varying technical abilities in a professional manner.   **SigmaTelVoiP Solutions Provider, UAE 2nd line Noc Engineer 2008 – 2009**   * Monitoring the VOIP network Platform for alarms or certain conditions like power failures, communication Link alarms, circuits down and other performance issues that may affect the network. * Analyze problems, perform troubleshooting and track problems through resolution * Keeping an eye on highly significant alarms, ongoing incidents and general network performance. * Create Service Centre Tickets on Network Alerts, timely updating of Restoration Activities. * Coordinating with the resolution teams for escalation and resolution according to the SLA. | | | |
| **EDUCATION& TRAINING** | | | | |
| 2015  2011  2011  2008 | | **Primavera Contract**  **Management**  **University Of South Asia Lahore**  **British Council**  **Corvit Systems,**  **Pakistan** | Contract management training and certified by Oracle Partner U.A.E  Bachelors In Computer Sciences (BSCS) Hons.  International English Language Testing System  (IELTS 7.0 Band).  Cisco Certified Network Associate (CCNA 3.0) + WIMAX. | |
| 2008 | | **Corvit Systems,**  **Pakistan** | ADSL Broadband Access and Core Network Infrastructure and Fault Management Workshop | |
|  | |  |  | |
| **Key Subjects studied** | | | | |
| - English as Compulsory.  - Business Communication.  - Digital Logic Design.  - Software Engineering.  - Operating System Administration.  - Active Directory Administration  - Computer Programming Fundamentals.  - IP Networks and Data Communications.  - Core and Access Network Infrastructure.  - Transmission Media (PDH, SDH, Ethernet, Microwave and Optical Fiber) | | | |