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| **NAUMAN** C/o- +971 502360357 | 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. |
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| **TECHNICAL Certification &SKILLS** |
| * **CCNA, HP ESD: Field Service Training**
* **VoIP So**lutions Infrastructure.
* **Operating Systems:** Windows, Unix, Linux
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| **CAREER DEVELOPMENT** |
| **Al Ain General Contracting Company U.A.E IT Infrastructure/Network Engineer Oct 2014 to date**Resident at ASKARI Office ABU DHABICurrently 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.
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| **EDUCATION& TRAINING** |
| 2015201120112008 | **Primavera Contract****Management****University Of South Asia Lahore****British Council****Corvit Systems,****Pakistan** | Contract management training and certified by Oracle Partner U.A.EBachelors 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 |
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| **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) |