Mansoor Ali

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CAREER SUMMARY

Seeking a challenging position in a growing organization that offering opportunities for growth and diversified exposure to further excel as a professional and contribute towards organizational goals.

WORK EXPERIENCE

CRYSTALLITE PAKISTAN   Jul-20 to Sep-21
Designation: **NOC Engineer**

- Hands on experience on soft switches (Sippy Soft, VOS, Linux & Elastix Server).
- Performing testing of new features after up gradation on the soft switch. Monitoring all the calls originating and terminating from the Soft switch.
- Administration of all VoIP soft switches located in data center and VoIP network operations.
- Creating and configuration of Extensions, DIDs on Elastix server for inbound and outbound dialing on softphone and IP-hard phones.
- Performing network interconnects testing and reconciliation of call details record.
- Performing call routing for traffic across the globe as per requested by the business team.
- Trouble shooting of problems associated to clients and getting them resolved on time.
- Coordination with the suppliers and clients regarding various issues on daily basis.
- Technical documentation.

LEGENDESK (PVT.) LTD.   Sep-21 to Jan-22
Designation: **Network Engineer**

- Deploy and Configure VoIP Server (Issabel, Elastix)
- Deployment & Troubleshooting of VOIP Applications (Eye Beam, MicroSip & Linksys phone)
- Managing VoIP task, configure calls routes, Monitoring all Queues and look after all calling issues.
- Route Inbound and Outbound calls.
- Provide VOIP Reports as on Request.
- Configuration, Installation and Troubleshooting of Systems.
- Email Configuration on the Microsoft Outlook.
- Create and manage new user ID's
- Managing Active Directory, Managing users, groups and their respective OUs.
- Maximizing network performance through ongoing monitoring of multiple links, firewall interfaces, switches, routers, cisco network tool & Unifi controllers etc.

EXPEREINTIAL LEARNING

PAKISTAN INTERNATIONAL AIRLINE (PIA)
Designation: **Intern**
Jun-2017 to Jul-2017

- Learnt how to maintenance the aircraft and manage radio frequency signal links.
- How to manage and maintain the communication devices.
- Report Building.

PAKISTAN CIVSIL AVIATION AUTHORITY (PCAA)
Designation: **Intern**   Nov-2017 to Dec-2017

- Provided ground-to-ground communication for Air Traffic Service (ATS) messages in ATS Message Handling System (AMHS).
- Provided en-route and Terminal Navigation in NAV AIDS section.
- To serve the physical facility and control of the equipment in Electronic Component Room (ECR).
- Detect and monitor the aircraft's location in RADAR section.

ACADEMIC CREDENTIALS

- **MS in Information Security (2021-2023)**
  NED University of Engineering and Technology, Karachi   In-progress

- **BE in Telecommunication Engineering (2015-2019)**
  Iqra University, Karachi   3.3 CGPA

- **Intermediate (2014)**
  Uswa cadet College, Chakwal   A Grade

- **Matriculation (2012)**
  Present Times Public School, Abbottabad   A Grade

TECHNICAL KNOWLEDGE & SKILLS

CCNA (Trained)
- Linux
- CISCO Packet Tracer
- MS Office
- PBX
- VoIP
- Issabel
- Elastix
- Team Player
- Time Management

VOLUNTEER EXPERIENCE

IQRA FOUNDATION
Founding Board Member   Aug-2018 to Present

Iqra Foundation is a Non-Profit Organization (NGO), which is working for the betterment of society focusing primarily on the education of Beggars and to fulfill basic health needs of people who are living under the line of poverty.

PERSONAL INFORMATION

Languages: English, Urdu & Balti
Nationality: Pakistani

REFERENCE

Reference can be provided upon request.