

Raheel Niaz

Telecom Engineering Supervisor / IT Technical Support / Telecom Technician

Career Objective

A self-motivated and supervision ability person who enjoys working in a challenging quality environment and administrative supported to work in fast paced environment demanding organizational, technical and interpersonal skill. Trustworthy Ethical and discreet, committed to superior customer service, now seeking a new role as an IT professional with the highly adaptable attitude towards to any challenge.

Education & Qualifications

✓ **Bachelors of Networking, MIT Australia (Mar 2015 to Nov 2018)**

Major Subjects: Software engineering, Project management, IT Networking, System Engineering, Cyber Security.

✓ **Diploma of Associate Engineering (Telecommunication), Swedish Institute of Technology Pakistan (Aug 2008 - July 2011)**

Certifications

- ✓ Optical Fiber Communication and Cable Jointing
- ✓ Web Development

Achievements

- ✓ Got top position in Associate Engineering exams (2008 – 2011) in the education board and subsequently got scholarship.
- ✓ Selected as Army commissioned officer (2014) by ISSB (Inter Services Selection Board) Pakistan Army.
- ✓ Got 1ST position in the Bachelor of Networking final year project at MIT Sydney.

Skill Set

- | | |
|--------------------------------|----------------------------|
| ✓ Team Skill | ✓ Windows and Mac systems |
| ✓ Excellent Observation Skills | ✓ Creative problem solving |
| ✓ Self-Starter | ✓ Teamwork |
| ✓ Office 365 | ✓ LAN and WAN |
| ✓ Cloud Computing | ✓ Wireless networking |
| ✓ Network Infrastructure | ✓ Mobile devices |
| ✓ Cisco routers and switches | ✓ Project management |
| ✓ TCP/IP protocols | ✓ Strong planning skills |

Experience

Telecom Technician

Trango Pakistan Pvt. Limited

Project: Remote Site Monitoring for Telecom Services Provider

August 2011 To September 2012

Key Responsibilities:

- Installation of all the equipment's on the sites related to remote site monitoring projects.
- Dealing with the client for the testing of newly installed equipment.
- Remotely monitoring the statistical behavior of the RSM equipment.
- Providing basic troubleshooting and support on the site.
- Configure and maintain office LAN network for Internet access, CCTV monitoring and PABX.

Telecom Engineering Supervisor L3 Support

Pakistan Telecommunication Company Limited (PTCL)

Operation and Maintenance Center (OMC)

Project: Next Generation Network

October 2012 To November 2013

Key Responsibilities:

- Install, configure and maintain workstations, routers and switches.
- Dealing with the ZTE Soft switch for routing, configuration, maintenance and testing of Digital Telecommunication Exchange networks.
- Monitoring of all the C5 network telecommunication exchange MSAG's.
- Deal with all the user end services like Multimedia Broadband and Telephony services.
- Deal with local telecommunication exchange staff for the rectification of major faults at user end.
- Deal with Network transmission staff to create, maintain, testing and rectification of faults for PRI's network.
- Collaboration work with ZTE staff for the installation of new Digital Telecommunication Exchanges (MSAG)
- Deal with all the other telecom departments to provide support for the newly installed equipment's testing, maintenance and provision of services.

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Telecom Engineering Supervisor L2 Support
Pakistan Telecommunication Company Limited (PTCL)
Local Telecommunication Exchange
Project: Multimedia Broadband Services (MMBB)
December 2013 To November 2014

Key Responsibilities:

- Install, configure and maintain workstations, routers and switches.
- Dealing with the ZTE Digital Exchanges (MSAG) for provision, maintenance and testing user end digital services i.e. multimedia broadband and telephony services.
- Deal directly with telecom customers to rectify the faults at user end.
- Collaboration work with Operation and Maintenance (OMC) staff for the rectification of major faults in the network and at user end.
- Providing customer support for provision of new services.

Customer Service Representative and Stock Manager, 7-Eleven AUSTRALIA
December 2014 TO October 2020

Attending customers, Stock ordering and receiving, performing stock take for the audit of store and maintaining the store to the best level.

Contact Details

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References

Available for request.