

## **Taslim Munawar**

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### **EDUCATION**

- MCP (Microsoft Certified Professional), July 2018
- Travel Agency Management – TDCP - Institute of tourism & Hotel Management Lahore, May 2012 to August 2012
- Computer Operator/Office Assistant – Punjab Vocational Training Council Sialkot, Jul 2007 to Feb 2008
- Intermediate Examination Supplementary – Board of Intermediate and Secondary Education Gujranwala, Punjab, Sep 2006-Sep 2008
- Secondary school certificate – Board of Intermediate and Secondary Education - Gujranwala, Punjab, August 2004- August 2006

### **SKILLS**

- Goal oriented multi-tasking organizer with strong communication skills.
- Capable of working under pressure in high stress environments with continued & crucial decision-making abilities.
- Exceptional ability to maintain professional relationships and build rapport with customers on daily basis.
- Experienced educator for work-related trainings.
- Microsoft Office (Word, Excel, Power Point & Outlook) – Advanced.
- Possess a strong work ethic and excellent driving record, stable work history. □ Certified Light Truck (LT) and Heavy Truck (HT) driving license.

### **PROFESSIONAL EXPERIENCE**

#### **Service Desk Administrator (Maximo)**

*PAE - US Consulate General Basrah (IRAQ) Duration: Feb 2019 to Present*

- Worked in GMMS & Maximo, making UMs/SMs WOs in system as Service Desk Admin.
- Completely aware of closing WOs in regards, job accomplished, labors and material entries at GMMS Also, have knowledge of how to close work orders in MAXIMO.
- Proficient in English and complete aware of customer care skills in regarding to receive the call, answer the questions and handle the panic situation.
- Have administrative knowledge and can handle different situations without supervisor.
- Perform additional duties as assigned by the Supervisor and Manager.
- Provide Technical Service over the entire lifecycle of a project.
- Conduct Maximo Installation and Upgrades.
- Perform application and solution development to meet project requirement.
- Added, deleted, updated, user account and groups.
- Created and customized workorders, PMs, Assets, Inventory, Purchasing, Safety modules in Maximo.
- Created and modified Maximo custom application.

#### **Service Desk Clerk GMMS& Maximo & Housing Clerk (TDY)**

*PAE - US Consulate General Basrah (IRAQ) Duration: October 2018 to Feb 2019*

- Worked in GMMS & Maximo, making UMs/SMs WOs in system as Service Desk Clerk (TDY).
- Completely aware of closing WOs in regards, job accomplished, labors and material entries at GMMS. Also, have knowledge of how to close work orders in MAXIMO.
- Proficient in English and complete aware of customer care skills in regarding to receive the call, answer the questions and handle the panic situation.
- Have administrative knowledge and can handle different situations without supervisor.
- At housing office, completely aware of customer arrival/departure procedure, issuance of key either O&M requests or customers.
- Completely aware of using guest key track system.
- Completely aware of housing relevant documents and reports submitted to GSO for proper records.
- Perform additional duties as assigned by the Supervisor and Manager

### **IT Technician**

*PAE - US Consulate General Basrah (IRAQ) Duration: 31 Jan 2017 to 07 October 2018*

- Provided deployment end user support for Windows 7, Windows 8, MS Office 2010 and another desktop software.
- Provided second level support to Citrix users.
- Support LANs, network segments, Internet, and intranet systems. Design and deploy networks.
- Installed and configured an Active Directory Domain Controller.
- Analyzed the hardware and software requirements of Active Directory.
- Create and manage computer, user and group accounts in an Active Directory environment.
- Resolved company online trouble tickets troubleshoot problems reported by users & ServiceDesk and Assist users to through remotely troubleshoot & resolved hardware software issues without on-site intervention.
- Make recommendations for future upgrades.
- Ensure network connectivity throughout a company's LAN infrastructure is on par with technical.
- Considerations.
- Responsible for creating, testing PC images using Image Centre and Ghost Ensure installed bit locker for encrypting hard drive.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
- Maintains the records of issue & receiving of IT accessories ensure IT accessories are in stock before 3 months for backup.
- Provide Technical support to blackboard system for meal card at Cafeteria and print all meal cards for each customer.

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### **Cable Specialist**

*PAE - US Consulate General Basrah (IRAQ) Duration: 07 Mar 2016 to 30 Jan 2017*

- Installing single line and multi-line fiber optic cables.
- Check cable wires, poles and amplifiers for problems.
- Install terminal boxes and splice cables as necessary.
- Participate in equipment inventories.
- Maintain cable systems by installing, repairing, programming, and upgrading cable infrastructure.
- Prepare and submit reports on scheduled, unscheduled, and emergency satellite, cable TV, and FM radio WO for the PAE Bi-Weekly reports.
- Cat 5, Cat 6 installation, termination & testing CATV system design application.

- Oversee cable systems installations of junior technicians.
- Run cables, install equipment, and connect receivers.
- Calibrate, monitor, program, and troubleshoot devices following installation.
- Remove all debris from customer locations and ensure clean installations.
- Assigned as T.V satellite/AFN maintenance Technician.
- Schedule maintenance and repair of office and residential satellite and cable television network services.
- Facility maintenance projects include repairs, new installation and T.V satellite/AFN related works.
- Carefully explained all aspects of running cable system to customers

### **Cable / Copier / TV Technician**

*Hajweri Networking and Printing Services, Katchery Road, Sialkot, Feb 2015 to Mar 2016*

- Installing new internet connections as per orders received in offices and homes.
- Splitting cables in case of shared telephone and internet lines.
- Repairing and fixing any kind of cable problems.
- Setting up new telephone connection as per the customer orders.
- Installing single line and multi-line fiber optic cables.
- Testing and troubleshooting the fiber optic with different modern tools.
- As well Install the newly copier machine and connected to the computer system. □ Helping people in getting copy of paper as per desired font.
- Immediately responding to any complaint received from users about copier machine.
- Checking if there is any problem with operation of machines by repeating paper tests.
- Inspecting sites and installing satellite systems at homes, offices, and condominiums.
- Repaired and upgraded equipment as necessary.
- Informed customers about additional services and packages provided by the company.
- Attending to customers' calls and performing repair and maintenance.
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### **Administrative Assistant / IT Assistant**

*Nazir Shah Model School Butter Sialkot, Feb 2014 to Jan 2015*

- Answer telephones and transfer to appropriate staff member.
- Meet and greet clients and visitors.
- Create and modify documents using Microsoft Office.
- Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
- Maintain hard copy and electronic filing system.
- Maintain and distribute staff weekly schedules.
- Perform additional duties as assigned by supervisor to assist IT department.
- Installing hardware and software systems.
- Maintaining or repairing equipment.
- Troubleshooting a variety of computer issues.
- Configuring computer networks.
- Offering technical support on-site or via phone or email.

### **LANGUAGES**

- English, Arabic speak understand average, Urdu and Punjabi: Fluent (Speaking, Reading and Writing).

I hereby declare that the above given information is true to best of my knowledge