Prem Sagar

ICT Associate | ICT Support Specialist

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Mithi, Tharparkar, Sindh, Pakistan | Open to relocation across Pakistan

Telecommunications and ICT support professional with experience working across both field and technical environments, including direct community interaction, user support, and complaint tracking. Comfortable handling sensitive information, documenting issues, and following escalation protocols in line with data protection and PSEA standards. Fluent in English, Urdu, and Sindhi, with the ability to communicate clearly and professionally across different backgrounds. Brings solid knowledge of ERP systems, call tracking, and real-time problem-solving in humanitarian and infrastructure contexts.

Skilled in handling cloud infrastructure, business continuity planning, and knowledge management, with a strong focus on automation and user support.

Core Competencies

- Achieve Results – met targets through automation, ERP tools, and client service improvements
- Innovate Solutions – applied user experience design, creative thinking, and feedback loops
- Adapt with Agility – handled ICT management across rural/urban setups with a sense of urgency
- Promote Inclusion – supported low-literacy users with compassion, collaboration, and consistency
- Share Knowledge – trained teams, documented SOPs, and encouraged continuous improvement
- Ensure Continuity – maintained business continuity, disaster recovery, and network administration
- Manage Information – ensured data integrity, attention to detail, and database accuracy
- Solve Problems – applied technical support, troubleshooting, and pragmatic decision-making
- Confident, consistent, open minded, problem solver with strong troubleshooting skills

Education

Bachelor's Degree in Telecommunications Engineering
Mehran University of Engineering and Technology, Jamshoro (2020–2024)
Coursework included Information Technology, Computer Science, Networking

• Final Year Project: Designed a sand battery for renewable energy storage, improving energy retention efficiency by 35%.

Work Experience

Support Associate (Volunteer) Jan 2021 - Present
Sindh, Pakistan

- Deployed solar-powered ICT labs across 5 rural schools and 3 community centers, enabling digital access for 300+ students and reducing downtime by 40% through optimized power backups and cloud-based monitoring (Google Workspace).
- Installed and troubleshot network hardware (switches, routers, fiber optics) and user devices, resolving connectivity issues in remote areas to achieve 95% uptime.
- Conducted user research and testing to tailor solutions for low-literacy communities, improving user experience and fulfilling specific user needs.
- Automated backups, streamlined reporting workflows, and improved information. management, disaster recovery, and business continuity using ERP systems and Oracle Cloud.
- Delivered ICT training and promoted knowledge sharing, digital awareness, and client management through localized workshops and user-centered design practices.
- Audited ISO 9001-compliant documentation for hardware maintenance and safety protocols, reducing equipment failures by 25%.
- Partnered with IEEE to implement Cisco CCNP-level network optimizations (VLANs, subnetting) and ITIL-aligned incident management for field teams.
- Led UN-aligned digital inclusion workshops on cybersecurity, Oracle Cloud backups, and ERP systems, benefiting 500+ attendees across Sindh.
- Used Salesforce, ServiceNow, and Google Workspace to manage client services, support customer service operations, and improve overall client management.
- Delivered client-facing technical support and ensured high customer satisfaction through personalized troubleshooting and responsive customer support.

Network Operations Intern   May 2024 - Jun 2025

National Telecommunication Corporation | Hyderabad, Sindh, Pakistan

- Set up Huawei DWDM fiber routes and tuned signal levels to lower packet loss by 20%.
- Identified system faults through log monitoring and deployed fixes aligned with technical specifications, ITIL protocols, and results-based management.
- Ran daily backups to cloud storage and logged ERP data with 100% accuracy.
- Built quick-fix sheets for common errors that saved 30% of troubleshooting time across shifts.
- Identified network vulnerabilities proactively, ensuring system stability without supervision.
- Supported cloud ERP operations, ran automated scripts, and maintained network infrastructure to ensure business continuity and compliance.

IT Intern   Aug 2023 - Sep 2023

SUKAAR FOUNDATION | Umerkot District, Sindh, Pakistan

- Digital task-tracking system structured through Google Sheets, improving field team visibility across outreach sites.
- Solar-powered hardware deployed during school sessions, including laptops, routers, and portable charging setups.
- Device inventory tracked in real-time using shared cloud spreadsheets and internal reporting tools
- Managed digital content delivery using Office 365 and Drive, contributing to content management, knowledge sharing, and team coordination.
- Technical setup and connectivity for field teams maintained under tight timeframes using on-site diagnostics.
- Volunteer scheduling and workload allocation mapped through digital calendars and mobile communication platforms.
- Supported digital office management using task boards, WhatsApp groups, and calendars to streamline scheduling and internal communication.
- Localized ICT support provided for daily program execution across both rural and semi-urban areas.
- Assisted with basic web design of internal dashboards to support reporting, aligned with user-friendly layouts and functional requirements.

SM BGP Technology Intern   Jun 2023 - Jul 2023

PTCL.Official | Hyderabad, Sindh, Pakistan

- Set up patch panels, connected switches, and punched fiber links inside multi-department racks.
- Fixed broken fiber loops with splice testing tools and stabilized node flow — latency dropped 35% on trials.
- Traced IP conflicts through the switchboard, rerouted assignments, and cleared errors without escalation.
- Ran pings, filtered slow responses, and cleared log faults to cut average downtime by 25%.
- Sat inside the NOC during incidents, asked the right questions, and followed real-time failover procedures.

Network Security Intern   May 2023 - Jun 2023

The Information Communication and Processing Center (ICPC) | Jamshoro District, Sindh, Pakistan

- Network layout tracing across workstations with rerouted cabling that lifted data flow efficiency by twenty-five percent across access nodes.
- Fiber endpoints set up during facility expansion, with switch sync confirmed into core routing grid.
- Camera dropouts traced to faulty LAN jumps; jumper swaps restored signal stability across critical feeds.
- System logs reviewed during high-temp shutdowns; early reporting cut equipment recovery time.
- Shift queue handled with over eighty-five percent of hardware tickets resolved independently without escalation.
- Inventory mismatches listed; faulty routers flagged for procurement to prevent service disruption.

Telecommunications Engineer Intern   May 2023 - Jun 2023

Jamshoro Power House Company Limited | Jamshoro, Sindh, Pakistan

- Ran system tests on network points daily, caught unstable switches before they dropped connection.
- Rotated through ERP terminals during staff shifts, corrected mismatches in input data, and kept records accurate.
- Brought back dead LAN lines and PCs by swapping CMOS batteries and fixing wiring loops.
- Transferred files to shared cloud drives and organized backups with clear version control.
- Sat with system engineers during monitoring failures, tested and validated fixes pre-deployment.

Core Skills

Routing & Switching

BGP configuration | OSPF/EIGRP | Static/dynamic routing | VLAN architecture | Subnetting strategies | DWDM fiber optics | Network administration

Network Security

IPSec VPN tunneling | Juniper SRX/Cisco ASA firewalls | NAT mapping | Intrusion detection | Threat analysis | Compliance
Auditing

Systems & Cloud

Windows/Linux server administration | Active Directory | Office 365 | Hybrid backups (RAID/cloud) | ERP system support | Log Monitoring | Telecom Infrastructure | IT systems |
Database management | Information technology | Troubleshooting | Sense of urgency | Emerging technologies | AI tools | Digital trends | Cisco L2/L3 switches | Huawei optical networks | Fiber termination | Latency optimization (35% improvement) | Packet loss Mitigation

Development ICT

Last-mile connectivity | Rural network deployment | Solar-powered solutions | SDG-aligned projects | Digital inclusion Initiatives | Conduct market research | Identifying opportunities | Business management

Operational Standards

 SOP development | Network documentation | Incident reporting | Change management | Multilingual support |Standard operating procedures |Technical functions | Continuous improvement

Languages
  - English (Fluent)
  - Urdu (Native)
  - Sindhi (Native)

Tools & Platforms:

ServiceNow, Salesforce, MySQL, Oracle Cloud, Microsoft 365, Google Workspace, ERP systems, database applications, web design tools, Cisco IOS, Huawei platforms, electronic mail systems, management systems, client services, Customer Service Tools, Computer Science Principles, Active Directory,MCP, CCIE Labs (Covered)

Achievements

Received Grade A rating for exceptional performance during internship at National Telecommunication Corporation

Led a five member intern team at PTCL and improved workflow efficiency by thirty percent through structured coordination and process streamlining

Certifications

- Cisco CCNA (In Progress – Expected Dec 2024)

- ITIL 4 Foundation (In Progress – Target Q1 2025)