

# Konain Muneeb Khan

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Overall, my skills as a Senior Engineer in Infrastructure Operations have enabled me to effectively manage fiber infrastructure issues, coordinate with field teams, maintain good customer support, and communicate effectively with higher management. I am confident that I can make a valuable contribution to any organization looking for a skilled and experienced infrastructure operations professional.



## Experience

Sept 2020 – Till Now

### Sr. Engineer-infrastructure Operation | Optix Pakistan Pvt Limited.

- Managing fiber infrastructure related issues till last mile.
- Shift operations management with follow-up field teams.
- To keep follow-up with directly reported to Higher Management.
- Maintain good level customer support in operation work.

Aug 2019 – Sept 2020

### Customer Support Executive | Optix Pakistan Pvt Limited.

- Monitor and Maintain computer systems and networks.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Priorities and manage many open cases at one time.
- Rapidly establish a good working relationship with customers and other professionals, such as software developers.

Dec 2017 – July 2019

### Technical Support Executive | Fiber link Pvt Ltd.

- Shift operations management with follow-up field teams.
- Maintain good level customer support in operation workTo keep follow-up with directly reported to Higher Management.

## Education

- ACCP – EE (2018 – 2022)  
Aptech Computer Education  
Karachi, Pakistan.
- Intermediate in Pre-  
Engineering. (2014 – 2017)  
Government Degree College  
Gulzar-e-hijri, Karachi

## Computer Skills

- System Networking & Maintenance.
- Software & Hardware installation.
- Microsoft Office 2013 (Word, Excel, PowerPoint).

## Linguistic Skill

- English
- Urdu (Fluent)

## References

- References will be provided on demand.