Muhammad Waqas Qureshi

*(IT & Network Engineer)*

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**OBJECTIVE**

Success-driven, results-focused, and adaptable IT professional experience in IT operations and encompassing technical support, workstations maintenance, and network administration. Possess adeptness in implementing technology -based solutions for business problems, along with standards, procedures, and processes that improve business functionality.

**EDUCATION**

**Bachelor of Science in Software Engineering**

National University of Modern Languages (NUML), Islamabad, Pakistan (June 2019)

Relevant Coursework: Computer Communication & Networking, Network Management Security, Modern Programming Language, Visual Programming, Web Development & Design, Web Engineering. **PROFESSIONAL EXPERIENCE**

**IT & Network Engineer, Rayn Pvt Ltd. Islamabad, Pakistan** (Mar 2021 – Present)

**Assistant IT, Zameen Media Pvt Ltd. Islamabad, Pakistan** (June-2021 – Feb 2022)

* Provide L1 & L2 Support to more than 150 Users On-site and Remotely.
* Install and configure computer hardware operating systems and applications.
* Monitor and maintain Servers, Networks and Firewall (pfSense).
* Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
* Monitoring and Updating Wi-Fi devices (UBNT and MicroTik).
* Monitoring Internet performance on pfSence firewall.
* New joiners IT onboarding (Installing OS and Required software’s on Laptop, Configuring Email accounts).
* Managing data of organization on Fileserver and maintaining backup on daily basis.
* Configuring and implementing different policies on pfSense firewall (Load Balancing, Site blocking, Captive portal)
* Providing IT Support to over 100 employees.

**IT Officer, YC Solutions Pvt Ltd. Rawalpindi, Pakistan** (Dec-2019 – June 2021)

* Provide L1 Support to more than 150 Users On-site and Remotely through Any desk, Team weaver and Zoom.
* Install and configure computer hardware, software, systems, network, printer and scanners.
* Maintenance of Internet/Network hardware including switches, routers, cabling, servers and wireless devices.
* Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
* Monitoring Wi-Fi Connections using UBNT and MicroTik.
* Monitor and maintain Servers (DHCP, DNS, Active Directory, WDS) Networks and Firewall (pfSense).
* Troubleshoot VOIP issues in SIP based Dialing (Zoiper) or Web based Dialing (Vici Dial) with Service provider.
* Manage and Configure Emails on User’s Desktop/Laptop or Mobile Phone (MS Outlook).
* Managing data of organization on Fileserver and maintaining backup on daily basis.

**PROFESSIONAL CERTIFICATIONS**

* Android Application Development (PSDF)

Certificate Code: VZNJDJUPQ

**TECHNICAL SKILLS**

* Installing, Configuring and Troubleshooting of Networking Equipment: Routers & Switches.
* Knowledge of Hyper V, Virtualization Active Directory, Domain Controller, GPO, IIS, FTP, SMTP, TCP/UDP, POP, IMAP
* To provide technical assistance to the immediate supervisor in whatever task he assigned.
* Management and resolution of IT related complaints within the office in a timely manner.
* Implementing and administration Active Directory services, Group Policies, Hyper-V and VMware.
* To Provide step by step suggestions for solving different types of technical issues in troubleshooting various tickets from our customers.

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| **MPUTER SKILLS** |  |  |
| **Programming** | **Applications** | **Database** |
| C/C++, C#, Java, JSON | Adobe Photoshop, Illustrator, InDesign | MySQL, |
| JavaScript, HTML, CSS, WordPress | Adobe XD, Lightroom, Dreamweaver Microsoft Office 2016, Office 365 | Microsoft SQL Server |