Abdullah Yusefi

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OBJECTIVE

Seeking a quality work environment where my skills and knowledge can be continually expanded, shared and enriched. Working in a progressive career oriented position with an organization where my experiences, ambitions and determination will be highly regarded and equally rewarded.

EDUCATION

PhD Student, **Computer Science and Engineering** **(GPA: N/A)**	Faculty of Engineering, Selçuk University, Turkey	2017 – Cont.
Master of Technology, **Computer Science and Engineering** **(GPA: 77 of 100 scale)**	University College of Engineering, Osmania University, India	2012 - 2014
Bachelor of Computer Science **(GPA: 85 of 100 scale)**	Faculty of Computer Science, Kabul University, Afghanistan	2008 - 2011
Senior High School **(GPA: 90 of 100 scale)**	Shir Khan High School Kunduz, Afghanistan	2005-2007

COURSES & TRAININGS

Turkish Language Course (TÖMER)	Selçuk TÖMER Konya, Turkey	Oct 2016-Jun 2017
Cisco Certified Network Professional Route (CCNP Route)	Cisco Systems Inc. Ankara, Turkey	December 2016
TOEFL iBT Test **R/N: 0000 0000 2848 9820**	ETS-Kardan University Kabul, Afghanistan	August 2016
Cisco Certified Network Associate (CCNA)	Cisco Systems Inc. Kabul, Afghanistan	October 2015
Evolution Advanced Course	British Council Hyderabad, India	Jan-Feb 2014
International Seminar on Youth & Nation Building	By WOSY Hyderabad, India	Feb 2013
Young Leaders Conference	By AIESEC Afghanistan at Kabul University	Nov 2010
MCSE Course	Sun Shine Higher Education Institute, Kabul, Afghanistan	Apr-Oct 2010
Internet Usage Course	Matrix IT Institute, Kabul, Afghanistan	17-24 Oct 2009
Information Technology Seminar	By Matrix IT Institute, Kabul, Afghanistan	1-16 Oct 2009

WORK EXPERIENCE

Feb 2015 – Aug 2016
NOC Supervisor
RANA Technologies Enterprises (RTE)

Key duties and responsibilities:

- Receive, Resolve, and Execute customer requests appropriately and with the proper sense of urgency.
- Be receptive to assume, and promptly resolve, any escalated issues that may come from NOC Leadership, customers, vendors, or from within the NOC itself

- Immediately address service impacting events when notified by RANA Technologies monitoring systems.
- Follow established procedures for the assignment, acceptance and handling of support requests and trouble tickets.
- Be the first point of trouble escalation for Level 1 and Level 2 NOC and ENG employees
- Monitor phone queues for extended hold times and engage additional assistance for NOC personnel when needed
- Monitor all ticket queues for appropriate ticket statuses, update statuses if necessary, and provide additional assistance when needed
- Responsible for the timely and accurate completion of all assigned tasks
- Be proficient in the use of established RANA Technologies tools relevant to the position
- Responsible of the core network daily supervision and proactive monitoring
- Responsible for the minor maintenance on the Wimax – Wifi –VSAT –Microwave core network in Kabul and major provinces.
- Responsible of the proactive supervision of all key customers
- Responsible of reporting daily, weekly all incidents of the RANA Technologies Core network & Key customer Skills
- Excellent self-management and Ability to think logically when under pressure
- Good report writing skills
- Must have the ability to empathize with customers and convey confidence.
- Ability to display superb listening, verbal, and written communication skills is required.
- Must have demonstrated expertise in improving and managing Technical Support processes and methodologies.
- Must have the ability to work efficiently and effectively within deadlines.
- Must have exceptional organizational, time management and multitasking skills

Mar 2015 – Jul 2016
English Teacher
Muslim English Language Institute

Key duties and responsibilities:

- Classroom management;
- Planning, preparing and delivering lessons to a range of classes and age groups;
- Preparing and setting tests, examination papers and exercises;
- Marking and providing appropriate feedback on oral and written work;
- Devising, writing and producing new materials, including audio and visual resources;
- Organizing and getting involved in social and cultural activities such as sports competitions, dinners and excursions;
- Attending and contributing to training sessions;
- Participating in marketing events for the language school;
- Preparing information for inspection visits and other quality assurance exercises;
- Freelance teaching on a one-to-one basis;
- Basic administration, such as keeping student registers and attendance records.

June 2012-Aug 2012
IP Backbone Engineer
Afghan Wireless Communication Company (AWCC)

Key duties and responsibilities:

- Able to install, configure Cisco Router/Switch/IDS/Firewall;
- Monitor, maintain IP/VoIP/VPN network;
- Configuration network management i.e. backup / restore / modification;
- Routing table maintenance, implement of various routing protocols i.e. STATIC / EIGRP/ OSPF/ IS-IS/ BGP etc;
- Syslog analysis and alarm management;
- Implement QoS and management of bandwidth for voice / data / other management services;
- Maintain the NMS i.e. SolarWind / MRTG / What's up gold / Ops manager /Cisco Works and generate various traffic and performance related reports;
- Troubleshooting the network and network elements;
- Security maintenance, implement IPSec VPN configuration and monitor;
- IOS upgrade;
- Installation, configuration of Cisco Voice Gateway and Fibber MUX;
- Monitor Voice Gateways/Fibber MUX and minimize packet loss;
- TDM links management;
- Hardware, software maintenance of Voice Gateways and Fibber MUX;
- Gateway / Fibber MUX Firmware upgrade;
- In-depth knowledge of Linux/Unix network platform;
- Day to Day operational activities;

Dec 2011- May 2012
IT Officer
ASA International (Afghanistan)

Key duties and responsibilities:

- Checking that Internet devices like (Modem, Wireless Router & Access Points) are running properly;
- Making sure that "Database, File & Web Servers" are Turned On and running properly;
- Responsible for hardware and software installation, maintenance and repair;
- Developing & maintaining the company IT systems, software and databases;
- Management of server, software and associated backup routines;
- Managing the internal & hosted network infrastructure including: firewalls, servers, switches, WAPs, W/routers, Modem & VSAT Internet connection;
- Visiting branches in different provinces for introducing new technologies & training;
- Taking & restoring backup of AMMS Database;
- Diagnosing & Troubleshooting Database Software;
- Prepare and send Daily & Weekly automation reports to IT Manager;
- Contribute to the preparation of monthly branch reports;
- Update and maintain existing databases and generate various statistical reports on ASA Afghanistan beneficiaries;
- Monitoring, Diagnosing & troubleshooting Head Office Wireless Network and Shared Resources;
- Making sure that all client computers in head Office are working properly, connected to Local Network & Internet;
- Updating Anti-Virus Software on daily basis as well as Scanning computers;
- Making sure that all Head Office Computers & Servers are Virus Free;

Apr 2010 – Nov 2011
IT Officer
Atila Salimi Construction Company

Key duties and responsibilities:

- Perform routine maintenance and user file backups and provide technical assistance to all office staff and assist them in network access, printing and usage of application software;
- Assist to optimize existing resources and increase the overall efficiency of LAN and WAN;
- Perform regular checkup for all users to have Internet Connectivity;
- Evaluating user needs and functionality;
- Troubleshooting all IT equipment problems;
- Sharing printers to be used by all staff of that department;
- Configuring access points for wireless internet usage;

Jan 2010 – Mar 2010
Intern Office Assistant/IT Assistant
HEP/USAID at Kunduz University

Key duties and responsibilities:

- Purchasing all necessary office equipment and accounting for it;
- Purchasing of all office consumables;
- Replacing worn or inoperative equipment;
- Maintenance and upkeep of the office premises;
- Ensuring that all offices cleaned daily;
- Organizing the guards' roster;
- Organizing the drivers' roster;
- Reacting to reasonable requests for administrative assistance from the provinces;
- Troubleshoot user level computer problems and assist them in using computer applications;
- Perform regular checkup of all computers to make sure they are virus free and not having unauthorized program;
- Perform repair work of faulty IT equipment;

COMPUTER SKILLS/ OTHERS

Computer:
- Java, Python, C++
- Installation & Configuration of MS Windows XP & Microsoft Windows 7, Windows Server 2003 (Domain Controller & Active Directory), DHCP Server, DNS Server, File Server, Print Server
- Excellent working Knowledge of MS Windows XP & Microsoft Windows 7, Windows Server 2003 (Domain Controller & Active Directory), DHCP Server, DNS Server, File Server, Print Server
- Good working knowledge of TCP/IP (v4) and Internet
- Excellent command on Public & Private IP addresses
- Expert in Subnetting & Grouping of a Network
- Working Knowledge of Wireless LAN
- Working knowledge of Physical Media LAN
- Practically worked on Networked Printers
- Word processing
- Spreadsheet

- Using Databases
- Presentation
- Web Browsing and Communication
- Photoshop
- AMMS Database

Office Equipment: Excellent in using all office equipments e.g. Photo Copy Machine, Printers etc...

SKILLS

Job Skills:

- Management skills
- Technical skills
- Reporting skills
- Analytical thinking, decision making and problem solving skills
- Excellence Personal Communication skills
- Conflict resolution
- Adaptability and tolerant to stressed situations

Other Skills:

- Creative thinking and organizational skills
- Effective listening skills
- Decision making and negotiating skills
- Determination and Diplomacy skills

INTEREST

- Facing Challenges
- Working with new people
- Learning new things

LANGUAGE SKILLS

Languages	Reading	Writing	Speaking
Dari	Fluent	Fluent	Fluent
English	Excellent	Excellent	Excellent **(TOEFL iBT Score: 94)**
Turkish	Excellent	Excellent	Excellent
Pashto	Fair	Fair	Fair
Uzbeki	Good	Good	Fluent

REFERENCES

Shafi Ghafoor
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