

# Bilal Mughal

## Telephony Engineer

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Highly motivated and experienced software engineer with a passion for developing innovative and user-friendly applications. I have over 1 year of experience in the software industry, working as a junior software engineer and now as a telephony engineer.

In my current role, I am responsible for providing technical support to customers and users, maintaining and troubleshooting existing telecommunications systems, and implementing new telecommunications systems work closely with a team of engineers to ensure that our applications meet the needs of our customers.

## Skills

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MYSQL

Agile Methodology

Development Lifecycles

JavaScript framework management

Web-based software engineering

.NET development

Linux

## Work History

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**2023-05 - Current**

### Telephony Engineer

*Calltronix , Nairobi*

- Responsible for providing technical support to customers and users, maintaining and troubleshooting existing telecommunications systems, and implementing new telecommunications systems.
- Identified and corrected system faults to minimize operational system downtime.
- Support users in setup and configuration of telephony systems.
- Monitor telephony hardware operations to evaluate proper configuration.

**2022-08 - 2023-05**

### Junior Software Engineer

*Calltronix, Nairobi*

- Currently working on designing and improving the already in place CRMS Recommend and execute improvements on the current systems that have already been deployed

- Testing and evaluating new techniques that can be used to improve the current systems.
- Contributed to weekly scrum meetings with team updates.
- Consulted with engineering team members to determine system loads and develop improvement plans.
- Updated old code bases to modern development standards, improving functionality.
- Analyzed proposed technical solutions based on customer requirements.
- Participated in architecture, design and implementation of back-end features using php and laravel.

**2022-05 - 2022-10**

## **Intern**

*Calltronix, nairobi*

- Provided IT support to users, which included hands on remote assistance in computer set-ups and troubleshooting also answered on the spot, enquires made by users about the systems
- Monitoring the day-to-day network performance help maintain and resolve issues on LAN/WAN, VoIP.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Monitored systems in operation and quickly troubleshot errors.
- Refurbished PC systems and peripherals such as monitors, networking equipment, printers, and more.
- Linked computers to network and peripheral equipment.
- Tested and installed motherboards, processors, and graphics cards on desktops and laptops for corporate staff.

**2021-06 - 2021-07**

## **Intern**

*Calltronix, Nairobi*

- Trained new system users and employees to promote useful system knowledge of the new telephony system
- Helped solve issues any users were having with the telephony system.
- Delivered assistance and support for team-based IT projects.
- Supported team needs with research and problem-solving abilities.

## **Education**

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**2020-04 - 2022-04**

### **Bachelor of Science: Computing**

*University of Greenwich - UK*

**2019-08 - 2020-11**

### **BTEC Nationals : Computing**

*Oshwal College - Nairobi*

**2018-01 - 2019-04**

### **BTEC Level 3 : IT**

*Oshwal College*

computing International level

**2015-01 - 2018-09**

### **High School Diploma**

## Additional Information

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- CERTIFICATES , ICDL August ,2019 - November, 2019 International Certificate of Digital Literacy

## Languages

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English

Punjabi

## Certifications

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2020-05

ICDL

## Interests

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Programming

Gamming

Motorsports