Adnan Khan

Date of birth: 17 Nov 1999 | **Phone number:** (+92) 03335130211 (Mobile) | **Email address:**

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Address: Shangla, Pakistan (Work)

WORK EXPERIENCE

JUL 2024 – CURRENT Lahore, Pakistan
COORDINATOR TECHNICAL SUPPORT SYBRID PVT LTD (THE LAKSON GROUP OF COMPANIES)

Responsibilities:
- Assist and oversee the technical support team to ensure efficient, high-quality service.
- Foster a collaborative, performance-driven team culture.
- Conduct performance reviews and drive continuous team development.
- Monitor KPIs and adjust strategies to optimize team outcomes.
- Provide training and ensure team expertise on technical matters.
- Address network issues with prompt troubleshooting and system configuration.
- Utilize iMaster and UNM for effective network management and issue resolution.
- Manage tickets using OTRS to streamline tracking and resolution.
- Collaborate with field teams to resolve user-level network challenges.
- Resolve issues related to bandwidth, browsing, VoIP, and Wi-Fi disconnections.
- Maintain expertise in PON, GPON OLT, FDT, ADT, ONT devices, and access points.
- Relay customer feedback to enhance service quality and propose improvements.
- Propose effective solutions to enhance customer support.
- Maintain documentation to support continuous process improvements.

FEB 2024 – JUN 2024 Lahore, Pakistan
TECHNICAL SUPPORT ENGINEER SYBRID PVT LTD (THE LAKSON GROUP OF COMPANIES)

SEP 2022 – JAN 2024 peshawar, Pakistan
PROJECT ENGINEER INNOVATIVE COMPOSITES ENGINEERING

10 AUG 2021 – 21 SEP 2021 peshawar, Pakistan
INTERNSHIP PAKISTAN TELECOMMUNICATION COMPANY LIMITED

EDUCATION AND TRAINING

19 SEP 2018 – 5 SEP 2022 peshawar, Pakistan
ELECTRICAL ENGINEERING University of Engineering and Technology peshawar

4 SEP 2016 – 14 AUG 2018 Peshawar , Pakistan
INTERMEDIATE Govt college peshawar

14 APR 2014 – 9 JUN 2016 peshawar, Pakistan
MATRIC Islamia collegaite school peshawar

LANGUAGE SKILLS

Mother tongue(s): **POSHTO**

Other language(s): **ENGLISH** | **URDU**

DIGITAL SKILLS

Microsoft Office | python | Critical thinking | Analytical skills | Software Installaion | installation and configuration of network services | Matlab/Simulik | OTRS (ticheting system) | NMS System

Soft Skills

Team-work oriented | Problem analysis & Problem Solving | Written and Verbal skills | Decision-making | Good listener and communicator | Network Maintenance and Troubleshooting | Strategic Planning | Organizational and planning skills