**CONTACT INFORMATION:**

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| WORK EXPERIENCE | | |
| From Jan,20  to March,20 | | ***IT Support Engineer:***  Concept Resourcing Ltd.  Providing migration and installation support and services to MAG (Manchester Airport Group) in a rollout project for the expansion of airport. Interrupted abruptly due to Covid19 Pandemic . |
| From Sep,18  to  Dec,19 | | ***MBK Enterprises Mcr Ltd:***  Providing technical services to the clients for setting up home broadband and troubleshooting at the residential areas. |
| From Nov ,2016 to  Aug, 2017 | | ***Convergys Bradbury:***  Worked for a busy call centre , in Bradbury as a BT technical adviser.  Helping customers for home broadband set up and troubleshooting. |
| From Aug,2010  To  Oct, 2016 | | ***Frame Engineer:***  Hays Recruitments  Client BT Openreach  Working in northwest BT exchanges and providing telecom services. In this role, I was providing broadband and telephone line services to the customers and rectifying any faults. |
| From Nov,2009 to July,2010 | | ***Installation Engineer:***  First Line Digital  BBC Project  Installing digital equipment in Granada region. Facing and helping different kind of people to demonstrate the use of digital equipment and also helping them with their queries. |
| From July,2006 to Oct,2008  (Voluntary work) | | ***Support Engineer:***  SIMTL (Pvt) Limited  Maintenance and data recovery services.  Taking phone orders and providing them technical advice.  Providing hardware support to different client sites. |
| From April,2006 to  June,2006 | | ***Telesales Agent:***  LBM Call Centre  Worked in a busy call centre in Altrincham recently known as Convergys IC Ltd. Duties include calling the business directors and after passing the gate keeper book an appointment with our telecom business team to ensure they are getting all the benefits from their telecom provider. |
| EDUCATION | | |
| 2008 | MSc Telecommunication Engineering  Liverpool John Moores University, Liverpool, United Kingdom.   |  |  | | --- | --- | | * Wireless Networks * Internetworking * Simulation and Analysis | * Computer Networks * Mobile Computing * Telecommunication Systems |   Thesis: To analyse routing protocols in wireless sensor networks. | |
| 2004 | BSc Computer & Communication Engineering  Cecos Institute of IT and Emerging Sciences.   |  |  | | --- | --- | | * Digital Commun * ication Systems * Digital Signal Processing * Microprocessor Based Systems Design * Data Communication * Artificial Intelligence | * Computer Programming * Computer Logic Design * LAN & Enterprise Networking * Design & Analysis of Algorithms * Data base Management System |   Thesis: SDH synchronous digital hierarchy. | |

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| TRAINING |
| * Computer and Network System Configuration and Maintenance. * CCNA routing and switching recently finished the course and preparing to appear in the exam * Home broadband setup. * Health and Safety Training. * Verbal and Communication skills developed through customer facing environment. |
| SKILLS |
| * Frame accreditation. * Digital system installation. * Managing active directory. * LAN/WAN, Networking(TCP/IP, VPN) * Network management and Trouble shooting. * Microsoft office Word, Excel and PowerPoint . * Holding full U.K Driving Licence. |