

MUJTABA HAIDER SHAH

TELECOMMUNICATION ENGINEER



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Karachi , Pakistan

About Me

Telecom Engineer with almost a year of experience working as a NOC (Network Operation Center) Executive on the EDOTCO project. Currently, Working as a Customer Service Specialist for Walmart. My strengths lie in monitoring and maintaining networks, troubleshooting technical issues, and delivering exceptional customer service as well. I earned my Bachelor's degree in Telecom Engineering and I'm always striving to learn more about the industry. I excel in fast-paced environments and am skilled at working under pressure, consistently delivering excellent results.

Experience

HNL Hitech Networks Limited - EDOTCO project (2022 Jan - 2022 May) NOC Executive

Responsible for monitoring and maintaining the network, troubleshooting issues, and ensuring reliability. Possess strong communication and problem-solving skills, and ability to work well under pressure.

HNL Hitech Networks Limited - EDOTCO project (2022 May - 2022 Nov) NOC Team Lead

As a NOC Team Lead, responsible for leading a team of 16 people including 3 NOC Executives and 13 technicians in monitoring and maintaining the network, troubleshooting issues, and ensuring reliability. Experience in providing technical guidance and mentorship to team members, delegating tasks, and ensuring timely completion of Site outages.

IBEX Global - Walmart BPO Project (2022 Nov - Present) Customer Support Specialist

Responsible for providing friendly and efficient customer service, Skilled in resolving customer inquiries and complaints, processing transactions, and assisting with purchases , returns and Refunds ETC. Collaborate with other departments to resolve complex issues and meet customer service targets. Comfortable using technology and quickly adapting to new systems and processes.

Education

2017 Nov - 2022 Jan

University- Quaid E Awam University of Engineering Science and Technology
Telecommunication Engineering

2015 - 2017

College- New Ali Garh College
Pre-Engineering

2002 - 2014

Schooling- Fazaia Degree College Faisal

BRANDS WORKED WITH



Experience Details at Ibex on Walmart BPO Operations

1. Responding to customer inquiries and complaints in a friendly and efficient manner
2. Providing accurate information about products, services, and policies to customers
3. Resolving customer issues and complaints in a timely and professional manner using CCA 1 and CCA 2 (Customer Care Associate) and Knowledge Base
4. Collaborating with other departments to resolve complex customer issues and escalate as needed
5. Maintaining accurate records of customer interactions and transactions

Experience Details at HNL on EDOTCO Project

1. Monitoring and maintaining infrastructure to ensure network availability and performance using NMS Designed by ZTE Netnumen
2. Troubleshooting Power issues to identify and resolve problems promptly.
3. Collaborating with other teams to investigate and resolve complex network problems.
4. Live Monitoring and managing of 300+ Sites Using RMS (Remote Monitoring System) by Innexis
5. Implementing changes to Power devices and configurations as required.
6. Documenting Site issues, resolutions, and changes for future reference and reporting.

Language

English ☒

Urdu ☒

Expertise

- Monitoring
- Troubleshooting
- Documentation
- Communication
- Customer service
- Multitasking
- Ticketing
- Flexibility

Reference

Will be provided
on request