



Syed Babar Rahimsyed.babar.rahim@gmail.com/ +923150024076

­­­­­­­­­­­­­­­­­**Career Objectives**

To achieve position in a competitive organization that will utilize and enhance my academic and professional skills for the benefit of the organization.

**Academic Qualifications**

**B.S.** in Computer Engineering.

***From2*010 – 2013**

**Sir Syed University of Engineering &Technology Karachi**.

**CGPA: 3.01**

**2008 – 2009 Govt. Dehli Collage**

*Intermediate (Pre-Engineering) 1st Division*.

**2006-2007 Brilliant Career School**

*Matriculation ( Science)1st Division.*

**Academic Achievements**

* Received Merit Scholarship from University in 2010 to 2012.

**Professional Certification**



* CCNA Certified (ID:CSCO12434526)

**Short Courses**

* Microcontroller & Industrial Applications from March 2007 to April 2007

*from* Sir Syed University of Engineering & Technology.

* English Language (Grammar & Spoken) from Anglophile Institute
* MS Office from Computer and Education Center
* Computer Hardware Maintenance from Waqar Computer Services

**Professional Experience­­­­­­­­­­­­­­­­­**

**M/s K-Electric (Working As a Customer Service Representative from 20-09-2021 to Present)**

* Resolve Customer queries,Customer satisfaction by giving support to them.
* Maintain Call Center database by entering Customer information.
* Using SAP Software guide Customer regarding Load shedding, Area Disconnectivity, Planned Outage issues.
* Using SAP Software put Feeder off of concerned Areas regarding Emergency Life hazard situation issues.
* Satisfy Customers by letting him/her show his/her aggressiveness by saying him/her Yes Sir/Mem you are right & always provide him/her positive feedback because Customer is always right.
* Always gives respect to Customers because he/she is using our Services.
* Acknowledge Customers regarding issues they are facing.

**Newport’s Institute of Communication & Economics (NICE)(As a Lab In charge & Lab Instructor From 23-09-2020 to 20-02-2021)**

* Installation of Operating System &Softwares in Computing Labs .
* Softwares are Cisco Packet Tracer, SQL Server, Eclipse, Dev C ++,Visual Studio.net,PHP, My SQL, Code Blocks, Emulator 8086,Autocad,MS Office, Matlab, ComsolMultiphysics 5.3,Lab View 1.7,Proteus Professional, Arduino, Flex Bison.
* Troubleshooting of Internet issues in Each Department.
* Installation & Troubleshooting of Printer(Wired & Wireless).
* Installation of Oracle Software.
* Implement & maintain data aggregation from Excel Sheet to Enterprise Resourse Planning (ERP) Software.
* Download & install Avast Antivirus.
* Co-ordination with ISPS& Vendors for resolving Internet issues.
* Implement & maintain data of Foreign Books , Journals, Research Papers ,Novels & Articles in Newport’s Institute Liabrary.
* Troubleshooting of MS Visio Diagram assign to Deputy Registrar.
* Installation of Recovery & Backup of Windows in Computing Lab.
* Monitoring Of Projector in for running Meeting in Conference Room .
* Creating, maintaining & monitoring of Zoom Link for Meeting in Conference Room.
* Conduct Labs of Introduction to Computer Fundamental & Electronics Lab.

**Karachi University(As a Maintenance Engineer and Lab Assistant From 14-Jan-**

**2019 to 2-05-2021)**

* Comfortable working with computer hardware, software, networking and information delivery systems.
* Adept at using a variety of programming languages, including C++, Microsoft Visual Basic and Java.
* Knowledgeable about electrical engineering technology, physical science and telecommunications systems.
* Proficient in mathematics, from advanced algebra and calculus to statistics, probability and data analysis.
* Effective communicators with good public speaking skills and strong presentation delivery abilities.
* Good leaders, with a variety of teaching styles that facilitate one-on-one and group learning activities.
* planning and undertaking scheduled maintenance
* responding to breakdowns
* diagnosing faults
* repairing equipment
* supervising engineering and technical staf
* managing budgets
* maintaining statistical and financial records
* **Pakistan Telecommunication Company Limited.(As a Customer Service Representative From (30 -10-2014 to 8-8-2018)**
* Determines requirements by working with customers.
* Fulfills requests by clarifying desired information; completing forwarding requests.
* Maintains call center database by entering information.
* Resolves Customer queries by registering their complains& provide technical Support.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* **COMSTAR (Internship from 02-12-2017 to 15-12-2017)**
* Designing & Configuration of point to point Radio connectivity **.**
* Worked on Radio Bridges(Infinite, REDLINE, Orthogon, UBNT).
* Strong knowledge of STP,VLANS,VTP,NAT,PAT& ACLs.
* Responsible for Structural Designing & Cable Matrix at different site projects.

Good experience on Cisco Routers(870,2600)& Switches(2950,2900) and Third Party Switches.

**Major Projects**

* Lucky Knits.
* Lucky Textile Pvt Ltd.
* Port Qasim.
* DHA Housing Society.

**Data Steel Pipes Industry.(Internship from 22-9-2014 to 22-10-2014)**

* Implement& manage Quick Book ApplicationOf Client using VSphere Client.
* Establish maintain & manage Network Monitoring of Router ,Switch& Firewall.
* Implement HP Blade Chassis & Servers installation /configuration.
* Impement DELL EqualogiciSCSE SAN Storage installation/configuration
* Install Client backup Utilities & all applications & Software used within organization.
* Troubleshooting and support of client end using remote desktop.
* Co-ordination with ISPS for Internet Connection
* Manage Monitoring of UPS,Printer,Scanner.
* Co-ordination with Vendors for issues of UPS,Scanner& Printer.
* **IntellexalSolutionsPvt.Ltd.(Internship from 1-5-2014 to 31 -6-2014)**
* Establish, maintain & manage Network Monitoring of Internet Connection.
* Made Network Diagram of Failover of Application Server,Router,Switch& Firewall.
* Install Client backup Utilities & all applications & Software used within organization.
* Troubleshooting and support of client end using remote desktop.
* Co-ordination with ISPS for Internet Connection.
* Co-ordination with Vendors for purchasing IT equipment.
* **JS Bank Ltd.** (Internship 8 week in Information Technology Department)
  + **Network Section**
    - Worked on Network Monitoring System(Solarwind&WhatsUp) for monitoring country wide link.
    - Coordination with ISPs for resolution of branch link issues.
    - Evaluate access on Trust, Untrust& DMZ zones.
  + **Server Administration Section**
    - Worked on Active Directory Infrastructure.
    - Provided support on Desktop, Thin client and N-Computing issues.
    - Worked on Lotus Server administration.
    - Worked on remote backup utilities.
  + **Helpdesk Section**
    - Worked on Helpdesk System for county wide user complains registration, management and resolution.
    - Installations of Client OS, Utility and Productivity applications
* **DHL Pakistan Pvt. Ltd.** (Internship 6 week in Information Services Department)
* Worked on Helpdesk System for county wide user complain registration, management and resolution.
* Worked on Network Monitoring System for monitoring country wide link.
* Established LAN of 10 computers and printer in Winner Grammar School.
* Implemented Wifi LAN setup in Shipping Company office with Internet connection.
* Installed Windows 7, XP, Linux Ubantu, Fedora, Red Hat in home/lab environment.
* **Cisco Training &Testing Centre.(**Worked As A CCNA Lab Instructor**)**
* Implement Static Routing & Dynamic Routing using all Routing Protocols in areal Scenario.
  + Implement Intervlan Routing on Layer 2 & Layer 3 Switch.
  + ImplementSwitchport Port Security.
  + Implement Access-List,Telnet,SSH,Etherchannel,HSRP,GLBP,VRRP,Subnetting, NAT & PAT,HTTP,DHCP & DNS.
  + Implement & Operate Cisco Configuration Professional & Internet Security Acceleration 2006 Server,Windows Net Meeting,Wireshark..
  + Re-design & assemble result-oriented Network Infrastructure of Cisco Rack,Structural Cabling of Router,Switch& Access-Server.
  + Implement result-oriented Local Area Network , Hardware maintenance setup,Operating System troubleshooting.
  + Implement & manage result-oriented Class & Lab schedule Curriculum.

**Computer Skills**

* Familiar with various Electronics Software(Multisim , Electronic Workbench, SPSS, Mat LAB, AutoCAD, C-Programming, Assembly Language)
* Good knowledge of MS Office (MS Word, MS Excel, MS power Point)
* Typing Certified (ID:C0019123)
* Familiar with Linux based Systems, Linux configuration.

**Undergraduate Projects**

* Digital Clock, Digital Counter, Software based Control of Robotic Arm using interfacing, Servo motor control System., Audio Amplifier,5 Volt Power Supply.
* Diagrammatically convert Sir Syed University Local Area Network into Distributed Network by applying Distributed System properties Scalability ,Fault Tolerance, Concurrency, Recovery & Security.
* Made Facebook Login Authentication page on Dreamweaver.
* Made Student Information System using C Language.
* Made Nibble Multiplexer using Logic Designing & Switching Theory.
* Create Gantt Chart of any Project using MS Project.

**Personal Information**

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| **Father’s Name** | **:** | Syed Abdul Rahim | **Date of Birth** | **:** | 23rdFebruary 1992 |
| **Nationality** | **:** | Pakistani | **Religion** | **:** | Islam |
| **Marital Status** | **:** | Single | **Home Contact** | **:** | +9221-36942945 |
| **Address** |  | R-52,Sector11-B,North Karachi | **Postal Code** | **:** | 75850 |
| **City** | **:** | Karachi | **Country** | **:** | Pakistan |

**References**

**Muhammad Sohail Ibrahim (+92-346-2002277)**

Manager IT

Data Steel.

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**Osama Ahmed (+92-333-2392210)**

Assistant Professor

Computer Engineering Department

Sir Syed University of Engineering and Technology