

ASHFAQ AHMED

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RAFA-E-AAM SOCIETY MALIR HALT KARACHI
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CAREER OBJECTIVE:

To join an organization in which I can further improve my Professional Skills become a productive part of a team / work group of technical function in the organization. I can contribute to the best of my ability and learn and evolve both professionally and personally. My aim is to provide sustainable and profitable growth to the organization and setting up benchmarks in performance.

ACADEMIC QUALIFICATION:

- BS (CS) from Dadabhoy Institute of Higher Education.
- Intermediate (Pre-Engg.) from Govt. National College Karachi.
- Matriculation (science) from Board of Secondary Education Karachi.

PROFESSIONAL CERTIFICATION:

- CISCO Certified Network Associate (CCNA) from APTECH Computer Education.
- MCSE preparation is under process from Computer Collegiate.

WORK EXPERIENCE:

ICT Integrators:

(Oct 15, 2018 to date)

Working with Jazz Telecom as a IT Customer Service, Vendor Management & Technical Support Engineer, on the behalf of ICT Integrators.

Inbox Business Technologies:

(April 2015 to Oct 2018)

IT Customer Service, Vendor Management & Technical Support

Worked with Mobilink Telecom as a IT Customer Service, Vendor Management & Technical Support Engineer, on the behalf of Inbox Business Technologies; perform all system and network related tasks which are based on ITIL infrastructure.

Major Responsibilities:

- Provide a single point of contact for one or more IT Service Management process; Represent IT Solution with Inbox Service Management teams. Provide the authority or ability to make changes in the process as required, and manage process end-to-end so as to ensure optimal overall performance.
- Responsible for auditing operational processes and staff actions to ensure desired standards and established practices and policies are being used. Coordinates activities to ensure new solutions are ready for production operations.

- Handles requests for customized operational solutions. Consults with management to identify solution requirements. Coordinates solution build activities with Release Analyst.
- Implements one or more IT changes, upgrades, releases or installations.
- Administers and maintains infrastructure devices such as servers, hosts and networking devices to ensure proper operation and availability.
- Responsible for performing all operational processes and procedures, ensuring that all services and infrastructure meet their operational targets.
- Responsible for tracking and control of physical IT assets in the infrastructure.
- Identify needed physical site requirements and communicate these to management to provide physical site support.
- Maintain physical hardware for proper operation and coordinate installations, moves and repairs with 3rd party vendors where necessary.

Mobilink (Pvt.) Ltd, Resident Engineer:

(Dec 2007 to March 2015)

Worked with Mobilink Telecom as System Support Engineer, Information Technology Division; on the behalf of Multilynx on contract basis; perform all system and network related tasks.

Major Responsibilities:

- Deliver technical customer support over the phone in a call center and engineering environment; identify, troubleshoot and resolve a wide range of technical computer-related problems; make the distinction between Level One and Level Two end-user problems; identify, evaluate and solve end-user workstation problems; support and train end-users in a wide range of software applications as needed; read, understand and apply complex technical information; master new computer technology; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.
- Identifies, diagnoses, and resolves IST and 2nd level problems for users of the personal computer software and hardware, District network, the Internet and new computer technology in a call center and technical environment; communicates solutions to end-users.
- Provides one-on-one end-user problem resolution over the phone for District approved Personal Computer (PC) software.
- Delivers, tags, sets up, and assists in the configuration of end-user PC desktop hardware, software and peripherals.
- Diagnoses and resolves end-user network or local printer problems, PC hardware and notebooks problems-mail, Internet, dial-in and local-area network access problems.
- Coordinates timely repair of PC computer equipment covered by third-party vendor maintenance agreements.
- Performs minor desktop hardware replacement and assembling of PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements.
- Helps install local area network cabling systems and equipment such as network interface cards, hubs and switches.
- Providing Network connectivity and Managing LAN of around 300 nodes.
- Installation and management of Wireless Network and devices.
- Provides System and Servers support and assistance to Mobilink system engineers, as required.
- Respond to IT-Helpdesk complaints through ticketing system.
- Prepare and maintain sheets of IT Assets with the help of Asset Management Service.
- Correspondence with the vendors for UPS and other IT equipment in case of fault occurs.
- Forward technical support issues that cannot be addressed by the Help Desk to the appropriate technician.

TRAININGS:

- Attend training about “Professional Excellence of IT” provided by Mobilink Quality Assurance Training Team.
- Attend training about “HP Open View Service Center” provided by NHZ Systems, Mobilink

and Multilynx Systems & Networks.

AREAS OF EXPERTISE:

➤ Troubleshooting & Issue Resolution	➤ Root Cause Analysis
➤ End-user Training & Support	➤ System Implementation
➤ Scheduled & Ad Hoc Maintenance	➤ Rapid Ticket Response Times
➤ Client Relationship Management	➤ Detailed Documentation

STRENGTH & INTEREST:

- Hard Working, desirous to change the working style and believe in alternatives for better results and performance.
- Punctual and wish to establish a long relationship with the employer.
- Excellent interpersonal communication skills.

PERSONAL:

Father's Name	:	Saeed Ahmed Ansari (Late)
N.I.C. No.	:	42501-2180960-1
Nationality	:	Pakistani
Religion	:	Islam
Marital Status	:	Married

REFERENCES:

Will be furnished on request.