

Shaheryar Awan

Technical Support Engineer

To utilize my skills in a challenging organization that offers ample opportunities for professional career growth and development.

✉ awansheri614@gmail.com

☎ 0333 1282614

📍 1st Floor, Bhawan Lal Building, Lala Jaswant Rai Road, Near Civil Hospital, Ranchor line, Karachi.

WORK EXPERIENCE

Technical Support Engineer (Level -1) StormFiber - A Division Of Cyber Internet Services pvt.Ltd

11/2017 – 04/2019

Karachi

Tasks

- Troubleshooting on L1 level different technical issue such as browsing, bandwidth and DMZ configurations on call.
- Establish Wi-Fi connection via multiple AP's/Range Extender.
- Troubleshooting hardware and networking issues.
- To check Ping and trace route to different servers and observed latencies on public and private IP pool.
- Implementation of port forwarding, SMTP scenarios.
- Monitoring of bandwidth utilization on Network Management System (NMS).

Technical Support Engineer (Level -2) StormFiber - A Division Of Cyber Internet Services pvt.Ltd

05/2019 – Present

Tasks

- Diagnose and resolve technical, hardware and software issues involving internet connectivity, email clients, CATV, and more.
- Identify the customer issue by evaluating and analyzing the symptoms.
- Pro-active monitoring of alarms and provide relevant escalation after troubleshooting.
- Check network performance, Real time traffic monitoring and optical link health status using HUAWEI NMS.
- Update customers for the maintenance activity and Global service degradation issues through customer portal.

EDUCATION

Bachelor of Telecommunication University of Sindh Jamshoro

01/2013 – 12/2016

CGPA 3.11

Courses

- Data Communication
- Networking

Intermediate(Pre-Engineering) Iqra Public College

05/2010 – 05/2011

Percentage 73%

SKILLS

CCNA Trained

Routing And Switching

SMTP , Port Forwarding,

AP Configuration, Technical Troubleshooting

PERSONAL PROJECTS

High Frequency Method of Scattering In Coated Target In THZ bands (07/2016 – 11/2016)

ACHIEVEMENTS

Achieved 1st Position in Final Year Project

LANGUAGES

English

Limited Working Proficiency

Urdu

Full Professional Proficiency

Sindhi

Professional Working Proficiency

INTERESTS

Reading

Sports