

BABAR ALI KHAN

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House#B-68, Main Boulevard, New City, Phase-2

Wah Cantt, 47040



SUMMARY

Knowledgeable NOC Engineer with entry level experience in network monitoring, routing, switching and troubleshooting. Highly- trained and proficient in working independently to assess test and remedy network issues. Experienced in troubleticketing, documentation and technical support equipped with strong communication and analytical skills.



WORK EXPERIENCE

Five-by-Five Communication Islamabad

NOC Engineer

July 2017-Present

- Responsible for Configuration of VOIP based voice traffic over International routes using MBX3000 Softswitch.
- Maintaining good traffic stats by consistent monitoring the network quality factors and analyzing traffic profiles.
- Creating the best traffic forwarding plans using Least Cost Routings (LCR) and ASR/ACD based.
- Interconnecting with global VOIP suppliers and customers with technical terms.
- Initiating the testings on global traffic routes for network quality assurance.
- Analyzing and Generating Daily traffic reports using Microsoft Excel.
- Providing technical assistance and coordination; facilitating efforts with multiple support organizations internally, service providers, vendors and any other outside support organizations as needed.
- Initiating, updating, tracking and closing trouble tickets; creating and sending network alerts as needed to internal organizations as well as Vendors.

PTCL
Islamabad

Management Associate

July 2016-June 2017

- Researched and recommended network and data communications between hardware and software.
- Analyzed user-generated trouble tickets and provided technical support using MM&BB Portal.
- Provided customer database upgradation using Seibel CRM 8.1.
- Performed telecommunication and networking business evaluations.
- Generated daily/weekly reports regarding business targets, achievements, customers track record, and proposals using Microsoft Excel.
- Coordinated and successfully accomplished regional infrastructure and development analysis projects.



INTERNSHIP

JAZZ
Islamabad

Internee Engineer

March 2016-June 2016

- Worked closely with network administrators and server engineers to ensure quality service.
- Performed Drive Testing for the network performance evaluation using NEMO OUTDOOR.
- Analyzed and interpreted complex data from multiple sources using NEMO ANALYZE



EDUCATION

BS Electrical Engineering
Majors: Telecommunications

COMSATS Institute of Information Technology
Islamabad
February 2012 - February 2016

Intermediate
Majors: Pre-Engineering

F.G Degree College for Men
Wah Cantt
September 2009 - August 2011

Matric
Majors: Science

Wah Islamic School of Excellence
Wah Cantt
March 2007 - June 2009

CERTIFICATION

Cisco Certified Network Associate
(CCNA)

Routing & Switching



Corvit Systems

Rawalpindi

October 2017

Huawei Certified Network Associate
(HCNA)

Routing & Switching



Corvit Systems

Rawalpindi

January 2018

AWARDS

Prime Minister National ICT
Scholarship Award (IGNITE)

Feb 2012 - Feb 2016

SKILLS

- .Voice Over IP (VoIP)
- .Network Support
- .Network Operations
- .Team Work
- .Technical Writing
- .Diversification

HOBBIES

- .Cricket
- .Badminton
- .Designing
- .Music
- .Traveling

