

IRFAN ULLAH

Email: irfankhalil6273@gmail.com



Resume Summary :

Current Position: IT Support Engineer

Current Specialization: Network / System, IT/ Computer

Highest Education: Bachelor's Degree in Computer Science (BSCS 4 years program, 2016)

Years of Experiences: 1.5 years

Personal Information

F/Name	:	Azmat khan
Date of Birth	:	July 6, 1993
N.I.C No	:	17301-9923703-9
Nationality	:	Pakistani
Domicile	:	Peshawar (KPK)
Contact #	:	+92315-9015582

Technical Expertise

- 1 years extensive network/ IT experience in national IT environments, including, technical support, security, operational and engineering roles.
- Excellent diagnosis, troubleshooting and problem solving skills in large LAN/WAN infrastructure.
- Proactive, flexible professional and prepared for challenges.
- Manage, own and co-ordinate technical resolution of incidents either remotely or onsite.
- Accustomed to accepting, managing and updating service requests to ensure Service Level Agreements within a 24 x 7 on-call operation.
- Excellent communication and presentation skills.

1. Pakistan Telecommunication Company Ltd (PTCL)

July 2017- July 2018

Position Title: IT Support Engineer

Industry: Telecommunication / Internet services, IT solutions

Company Website: <https://www.ptcl.com.pk>

Job Responsibilities / Work Description:

- Internal and External user and network support.
- Identifying and solving network problems.
- Latest Network security software's and anti-virus patches.

- Identifying Network security risks and their preventions to maintain network security.
- Troubleshoot and support network operations infrastructure consisting of mixture of LAN/WAN technologies.
- Maintain And Troubleshoot Hardware , Software and Network Problems.
- To create, update and resolve network and internet related tasks logged into the system.
- Management, optimization and classification of network traffic
- Troubleshooting Voice and Internet Related Issues.
- System installation, configuration and testing.
- Providing Network Support to the Customers throughout City.

2. Telenor Pakistan (Pvt Ltd)

June2016 - Jan2017

Position Title: (Customer Relation Officer)

Industry: Telecommunication / Internet services, IT solutions

Company Website: <https://www.telenor.com.pk>

Job Responsibilities / Work Description:

- System configuration and management of servers.
- Latest software's and Antivirus patches availability for clients.
- Network Security and user support.
- Provide support to IT requests from end users.
- Provide Support To End users over the Phone

3. Sui Northern Gas Pipeline Limited (SNGPL)

Jan 2017 - Mar 2017

Position Title : (IT Executive HelpDesk)

Company Website: <https://www.sngpl.com.pk>

Job Responsibilities / Work Description:

- Internal and External user and network support.
- Identifying and solving network problems.
- Latest Network security software's and anti-virus patches.
- Identifying Network security risks and their preventions to maintain network security.
- Troubleshoot and support network operations infrastructure consisting of mixture of LAN/WAN technologies.
- Maintain And Troubleshoot Hardware , Software and Network Problems.
- To create, update and resolve network and internet related tasks logged into the system.
- Management, optimization and classification of network traffic
- Troubleshooting Voice and Internet Related Issues.
- System installation, configuration and testing.
- Providing Network Support to the Customers throughout City.

4. Network system and information Technology

Industry :(Computer Academy)

- Has worked 1year at NSIT Institute of Technology Peshawar On Internship Basis.
- System configuration and management of servers.
- Practice sessions on deployment of different Servers.

General:

TCP/IP, OSI Layers, Network Troubleshooting, Switching, Routing Protocols (like OSPF,EIGRP,BGP, RIP etc.), LAN technologies (such as Ethernet, Wireless etc.), WAN technologies (such as ATM, Frame Relay).

Cisco Based:

Metro Ethernet, VLAN, VTP, STP, Aggregation, Multilayer Switching, Nexus Switches, Network Security, Redundancy & Scalability, Policy Based Routing, VOIP, QoS, Etherchannel, VPN, MPLS, SNMP, DHCP, NAT/PAT, IPS, and IP Inspection, FHRP HSRP, VRRP, GLBP, site to site VPN tunnel (IPsec, GRE) etc.

CERTIFICATE/ COURSES:

- (I) **(MCSE)** Microsoft Certified Solution Expert From NSIT Institute of Technology (Peshawar)
- (II) **(CCNA)** Cisco Certified Network Associate From INARA Institute of Technology (Peshawar)
- (III) **(CCTV)** Closed Circuit Television Cameras From NSIT Institute Of Technology (Peshawar)
- (IV) **RED HAT ENTERPRISE LINUX** Administration From NetHome Institute Of Technology (Peshawar).
- (V) **MICROSOFT EXCHANGE SERVER 2013, 2016** From NetHome Institute Of Technology (Peshawar).

QUALIFICATION:

S. #	Exam	Year	Division	Board/ University
1	S.S.C	2009	1st	Board of Intermediate & Secondary Education, Peshawar
2	D.A.E(Eecltro	2012	1st	Board of Technical Education, Peshawar
3	BS(CS)	2012-16	1st	Islamia College University, Peshawar – Pakistan

LANGUAGES:	Language	Speaking	Writing	Understanding
	English	Good	Very Good	Very Good
	Urdu	Excellent	Excellent	Excellent
	Pashto	Excellent		

AREAS OF INTEREST:

Operation of IP Data Networks

- System and Network Administration
- LAN Switching Technologies
- IP Routing Technologies
- Network Device Security
- Troubleshooting of Networks
- WAN Technologies
- Core Networks of Router and Switches.
- Security Cameras Installation

REFERENCE:

Mr.Alamzeb Khan (Manager IT at PTCL Peshawar)

Cell:+923335722550

Mr.Faheed Ullah (Network Engineer at Agricultural University Peshawar)

Cell:+923335722550