

# MUHAMMAD SHAHZAIB FAROOQ

House No. R-148 Millat Garden Malir Kalaboard, Karachi

Engr\_shahzaibfarooq@yahoo.com

Cell : (+92) 333-3109819

**PEC Reg. No. : ELECT/66214 (Valid until 31<sup>st</sup> Dec 2020)**



## CAREER OBJECTIVE

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To obtain a challenging position in a reputed organization where my resourceful experience and academic skills add value to organizational operations, as well as it will be good opportunity for my career growth and enhance learning.

## PERSONAL STRENGTHS

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- Sincerity towards job and punctuality.
- Able to cope under pressure.
- Excellent communication skills.
- Can work independently or as a part of team.
- Initiative and Hard worker.

## EDUCATION

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2017	<b>BAHRIA UNIVERSITY</b> B.E Electrical Engineering (Electronics) <b>Final Year Project:</b> Energy and Fuel monitoring and control System using GPRS.	<b>CGPA: 3.07</b>
2013	<b>PECHS education foundation govt. science college.</b> Intermediate (Pre Engineering)	1 <sup>st</sup> Division
2011	<b>Oxford Grammar School</b> Matriculation (Science)	1 <sup>st</sup> Division

## WORK EXPERIENCE

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### **Help Desk Engineer Level 2**

Cyber Internet Services Pvt. Ltd (STORM FIBER) (Sep 2018 – Present)

- Taking ownership of customer issues reported and seeing problems through to resolution.
- Researching, diagnosing, troubleshooting and identifying solutions to resolve issues regarding SMTP, CATV, fiber disconnection, device issues, and slow browsing.

- Following standard procedures for proper escalation of unresolved issues to the appropriate departments.
- Provide exceptional support to customers via phone, email, support tickets, chat and community forum interaction.
- Ask customers targeted questions to quickly understand the root of the problem.

### ***Coordinator Optical Distribution Network***

Cyber Internet Services Pvt. Ltd (STORM FIBER) (Oct 2017 – Sep 2018)

- Working on GPON (FTTx) Network, optical fiber modules and Huawei client software U2000.
- Planning of work flow for new deployments.
- Align teams for trouble shooting of links.
- Coordination with team members and support them on ground.
- Designing of physical network structure on google maps.
- Keeping stock inventory up to date.

### ***General Tire and Rubber co. of Pakistan (July 2016-Aug 2016) - Internee***

Observed different types of manufacturing processes. Analyzed current and voltage ratings of different types of machines and know how it works. Burned programs to curing presses PLC's and submitted a brief report.

### ***Dawlance Pvt.Ltd. (June 2015 - July 2015) – Internee***

Worked at Electrical shop, observed different machines and their automation. Analyzed load and monitored every motor current and temperature ratings on daily basis. Learned basics of PLC.

### ***Kashif Iqbal Thalassemia Care Center (40 Hours) – Volunteer***

Being a Team Leader worked in a group, and organized a blood donation camp at Bahria University.

## **SKILLS**

- *AutoCAD 2D & 3D*
- *C++ Language*
- *Adobe Photoshop*
- *Computer Hardware*

## **PERSONAL INFORMATION**

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Father Name	:	Muhammad Farooq
DOB	:	Jan 02, 1995
CNIC	:	42201-6081358-5
Religion	:	Islam
Domicile	:	Karachi East
Nationality	:	Pakistani
Passport No.	:	GE8963581
Marital Status	:	Single
Language	:	Urdu and English

### **Hobbies:**

Playing football, Reading Newspaper, Gym, Web Surfing.