

**Mohammad Saif-ur Rehman**

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**Objectives**

To increase my knowledge and capabilities in different fields by working in a dynamic organization, that may provide opportunities to new talent. To work as a team creating a friendly environment to produce reliable and satisfying services.

**Educational Qualification**

F.Sc. Pre-Engineering: From F.B.I.S.E. Islamabad

BS-EES: BS in Electronics & Electrical Systems from University of Lahore Pakistan in 2017 with CGPA 3.10

CCNA course: Cisco certified network associate course (Sina Institute-2017)

**Personal Achievements**

* Certificate for fixed wing drone in robotics at AIRNEXUS (Air University) 2017.
* Representative for University of Lahore at AIRNEXUS (Air University) 2017.
* Head of Project in an engineering workshop at university of Lahore.
* Head of Group of hardware projects.
* Head of Group in the final year project (spy drone)
* University representative at education expo (Pak-China Friendship centre 2017)
* Comission work, providing self portrait sketches as well as canvas paints.
* FYP provision for university group students at june 2018 (autonomous quad-copter drone with GPS flight using mission planner, programmed on APS v2.8, along with radio camera).

**Professional Experience**

* Customer Service Executive at Ufone. Working on multiple softwares (COPS, MCTEL,CRBT,HASH cisco) and other priavte systems for online resolutions of requests and complaints using SOP's.

Multitasking system handling, personalisation of each customer, multiple levels of time management, backend complaint resolutions, customer service satisfaction, IT relations.

KPI daily management and adjustments. (July 2018 - September2018).

* Help desk representative/ IT support at E-khidmat markaz (multiple government offices under one roof)

Intranet/Internet management, Nadra uplink IP, hardware diagnostics.

customer handling/management at help desk. (April-June 2018).

* Customer service representative (sybrid pvt limited), Outbound providing Auto Insurance/Life Insurance to US-based customers. Customer Queries handling, Data entry, daily target achievement, kpi management.

( Dec 2017-January2018).

* worked at Zeb Fortunes as an IT Officer, monitoring 3 servers and overlooking 300 nodes. Ensuring all units are uplinked and operational from switches

Removing any hardware faults (hardware replacement e.g NIC) keeping IP’s and security updated regularly.

TCP/IP (Pfsense and vmware basics), FTP, Router configuration,VPN,

static IP conifg, software/hardware installations, windows installations and troubleshooting. (August-November 2017).

* Inventory, Data entry, customer services at E-lite Electronics

(Centauras mall).(July-August-2017)(part -time).

* 3 month internship with PTCL – Pakistan Telecommunication Company monitoring Transmission units ''MSAG's and ONU's, environmental sensors, topolgical rerouting, time sensors synchronization, switching (pbx, backup numbers, numbers alloting to new locations.

(November 2016 - January 2017) at Rawalpindi - Pakistan

**Final Year Project**

Fixed wing drone with self aerodynamics design for monitoring / survailance. Minimum cross sectional area to avoid possible radar detection.

Dead stick gliding capability.

800-1000 meters flying area with AFHDS.

**Skills**

knowledge of:

* Packet tracer (ccna)
* Putty (ccna)
* AUTO - CAD(university project)
* Computer Networks
* Light works
* Microsoft Office(advanced)
* COPS, CRBT,MCTEL, Hash(CISCO)

**Hobbies**

* Sketch Artist
* Chess

**Languages**

* English: Fluent both written and spoken
* Urdu: Fluent both written and spoken
* Punjabi: Fluent in Spoken

**Personal Details**

Father’s Name : Naseer Ahmed

Date of Birth : 29th June 1994

Gender : Male

Marital Status : Single

Nationality : Pakistan

Driving license : Valid Pakistani driving license(since 2013)

Passport : Holding valid Pakistani Passport