

Osama Zaheer

House#488 Block-D Tajpura Scheme Lahore Pakistan

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Networking Engineer ~ NOC Agent ~ Technical Expert

Top-performing, adaptable IT professional who provides secure, technical IT solutions that enhance customer satisfaction and drive business growth

Trusted, motivated and adaptable IT leader and strategic solutions provider with in-depth knowledge of network, quality, and IT security principles and practices. Strategist with deep IT acumen skilled at conceptualizing and creating technological strategy with a strong ability to prove out new technology, deliver enterprise-class deployments, and effectively communicate the architectural vision for successful product implementation. Adaptable professional with a unique path of professional development in IT specialties and exceptional interpersonal skills who ensures that customers have reliable products.

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|---------------------------|----------------------|------------------------------|
| ◆ Technology Leadership | ◆ Product Management | ◆ Strategic IT Planning |
| ◆ Project Management | ◆ Risk Management | ◆ Technical Roadmap/Strategy |
| ◆ Cross-Functional Leader | ◆ Quality Assurance | ◆ IT Leader & Mentor |

Technology Knowledge

Cloud	VMware, Amazon AWS, Dockers, GitHub
Operating Systems	Windows 2010, 2008 R2, Windows XP, Ubuntu 18.04 LTS, CentOS 7
Networking	CS Networking, Cisco, VOIP, Wireless, DNS, DHCP, Windows Active Directory
Other	MS Office

Job Experience

NETWORK OPERATION CENTER (NOC) AGENT (26/Aug/2020—Present)

NOC agent in Hayo Telecom Pakistan

SUMMARY

Resourceful Cisco-Certified Entry level network engineer committed to performing assigned tasks while working in fast paced environment. Adept at identifying system performance and operational issues. Excellent ability to work well with others and independently has necessary supported networks and computing infrastructures and also responded to reports of network problems.

TECHNICAL SKILLS

- Monitored system performance, implementing changes to increase effectiveness and efficiency.
- Provided efficient and effective support to employees.
- Replaced faulty hardware components efficiently, accurately and within company time frames.
- Provided effective and efficient solutions to aid progression in targets.
- Managed the installation of computers and related devices including servers and remote working devices to maintain successful user operations.
- Adeptly handled of inbound calls, increasing sales revenue annually.
- Testing the routes and keep the Account Managers updated.
- Performing CLI tests on the routes.
- An ability to follow processes
- Strong documentation skills
- Good communication skills— both written and verbal

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NETWORK MANAGEMENT

- Strategically-minded and customer-oriented network engineer with experience and in-depth knowledge of documenting network topologies, IP allocation, and network designs.
- Eager to operate the company's data communications systems, as well as design and develop new business solutions.
- Installed, patched, and configured switches, Aps, patch cords.
- Troubleshot, resolved, and recommended improvement for systems network and security problems at an advanced level across multiple/converged technology solutions services and platforms.
- Designed, integrated and maintained consolidated network services e.g. switches, routers, firewalls, wireless networks, and network security servers (incl. data center virtualization and storage software applications).
- Planned engineering architecture and the development of technical standards and interface applications.
- Performed capacity and resource planning to evaluate existing network systems to recommend resources and maintain or expand as necessary.
- Participated in researching and evaluation of new products and services. Prepared recommendations for implementation of new systems, procedures, and organizational changes.

EARLY CAREER: Internship—Six weeks of Internship at Descon Engineering Company in Network and Support Departments.

Education

Bachelor of Information Technology—University of Management & Technology Lahore Pakistan (2016-2020)

Cisco Certified Network Associate (CCNA) Routing & Switching—Corvit Systems Lahore Pakistan (2019)

Huawei Certified ICT Associate (HCIA) Routing & Switching—Corvit Systems Lahore Pakistan (2019)

Red Hat Certified System Administrator (RHCSA) —Corvit Systems Lahore Pakistan (2019)

Linkedin

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