

GHULAM HAIDER

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Rawalpindi.

Objective:

To become part of a competitive, challenging and creative environment in the field of Information Technology where my potential knowledge, skills and abilities be utilized for prosperity of the organization.

Work experience:

KHUSHHALI MICROFINANCE BANK.

Network Engineer (March, 2019 - Present)

- ❖ Install, troubleshoot Local Area Networks (LAN), WLANs, and Wide Area Network (WAN).
- ❖ Install and support VPN network over Cisco, Juniper and Fortinet technologies.
- ❖ Troubleshoot WAN communication links (Fiber, RF, DSL, VSAT)
- ❖ Install and configure switches.
- ❖ Ensure network connectivity throughout a company's network.
- ❖ Troubleshoot core network connectivity, pin point the problem area and rectify the issue.
- ❖ Configure, maintain and support scalable routed & switched networks over Cisco, Palo Alto and Fortinet technologies.
- ❖ Configure, maintain Virtual Private Network.
- ❖ Configure RSA Security Client for TWO Factor Authentication.
- ❖ Coordinates system development, installation and implementation and troubleshoot user support requests
- ❖ Coordinate with vendors for installation of connectivity links.
- ❖ Complaint handling and management.
- ❖ Interaction with end users to provide support regarding network. related issues like connectivity with branch, other equipment's on the LAN and Wireless network.
- ❖ Maintain branch resilience over dual communication links and network hardware.
- ❖ Network monitoring and reporting.
- ❖ Maintain, monitor, analyze and troubleshoot network equipment's.
- ❖ Process invoices and billing.
- ❖ Maintain branch network inventory.
- ❖ Troubleshooting, root cause identification and problem resolution.
- ❖ Report to Network Administrator, the status of all events as per the escalation procedures.
- ❖ Perform other duties as assigned by the Network Administrator.

KHUSHHALI MICROFINANCE BANK.

Helpdesk Engineer (July, 2017-March, 2019)

- ❖ Providing Tier-1 IT support to users requiring assistance with information technology issues and problems within agreed Service Level Agreement.
- ❖ Complete management of Windows servers which include not limited to (Print servers, File servers, Terminal servers)
- ❖ Proactive Troubleshooting of Windows servers, Core Banking Application, Network Devices.
- ❖ Works with service desk team, which include network, application and systems administration team to solve end user issues.
- ❖ Tier-1 Network Monitoring/troubleshooting of 160 branches/service centers.
- ❖ Work on Manage Engine Helpdesk management tool to cater IT Support calls.
- ❖ Work on Active directory tools which include (User management, Certificate authority management, Distribution/Security groups)
- ❖ Solve customer problems efficiently within define TATs to ensure customer satisfaction.
- ❖ Proactive tracking and monitoring of helpdesk tickets to ensure minimum escalations to higher management.
- ❖ IT Asset Management using dedicated IT inventory tool.
- ❖ Conducting Video conferencing through GOTO Meeting.
- ❖ Capable to take ownership of task being assigned and completing it with available resources and time constraint.
- ❖ Hands on experience with troubleshooting capabilities on Microsoft/third party software's.
- ❖ Ability to communicate well with internal and external contacts.

Khushhali Bank

(Network-Intern May-2017 to July-2017)

- ❖ Monitoring of branches through monitoring tool CACTI.
- ❖ Troubleshooting of level 1 network issues and escalates to level 2.
- ❖ Configuration of Cisco SF-300 Switches.

DG Cement Factory

(Network-Intern July-August 2015)

Education:

- ❖ **2017** _____ **BS (CS)** COMSATS institute of Information Technology, Wah Cantt, Pakistan. **CGPA: 2.94/4**