AFTAB AHMED

IT Engineer

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Electro/23148

Why *Aftab?*

- Proactive, solution-focused and diligent I.T support engineer with experience in planning, organizing, controlling and evaluating IT data operations. Proficient at identifying problematic areas & implementing strategic solutions on time ensuring security of data, network access and backup systems. Adept at acting in alignment with user needs and system functionality to contribute to organizational policy.

CORE STRENGTHS & ENABLING SKILLS

- IT Support
- IT Service Management
- Operating Systems

- Software Installation
- Windows Server
- MCSE 2016
- MCSA 2012 R2

- VM ware & Microsoft Outlook
- Interpersonal Skills
- Hyper V
- Communication Skills

PROFESSIONAL EXPERIENCE (2.5+ Years)

1. Khushhali Microfinance Bank Limited, Islamabad, Pakistan

Working as *"IT Helpdesk Engineer"* January 2019–Present

Responsibilities

- Skillfully monitoring day to day performance of computers systems and Configure antivirus software to fully protect IT environment.
- Provide level 1 and level 2 support to 190+ to Nationwide branches/Service centers, Phone booths and corporate users by using Help Desk Management (HDMS) ticketing application.
- T24 system related issues support.
- Installation and troubleshooting different banking applications (T-24, Western Union, Oracle financials, outlook web) by using Goverlan tool for remote desktop connection.
- Provided support in Punjab Land Record (PLRA) Project
- Setup video conference & Meetings connectivity for corporate office users.
- Receive and record technical and/or application support calls from end users.
- Provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve, escalate to third level in accordance with Help Desk escalation processes.
- Maintain overall ownership of user's issue & service ensuring that they receive resolution within a reasonable time frame.
- Manage service requests, software installations, new computer setups, upgrades, etc.
- Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes.
- MS Office, Excel, Access, Internet Explorer, Windows 7,8,8.1 & 10 desktops, laptops, printers, networked copiers, basic LAN/WAN connectivity and others as assigned.
- Manage issues of Printers of different companies, i.e. Hp Laser Jet, Panasonic& Bixilon POS Printers.

2. Apollo Telecom (PVT) LTD, Islamabad, Pakistan

Worked as *"Senior Associate Engineer",* February 2018 – October 2018
Responsibilities

- Ability of root cause analysis issues
- Gained knowledge of PABX
- Maintain a VMWARE vSphere environment
- Installing and configuring computer systems
- Responsible for installing, Configuration and troubleshooting Windows problems.
- Diagnosing and solving hardware/Software faults.
- Proficient knowledge of IT systems, be able to maintain & support user endpoints, Network issues, Printers, Scanners, Wireless Issues.
- Ability to provide efficient customer service
- Provide PABX extension connectivity to end users.
- Timely resolve IT Helpdesk and service related issues.
- Provide technical support across the company (this may be in person or over the phone).
- Coordination with support teams (Vendors) for support.
- Configuring Outlook and taking backups of outlook files
- Perform data backup of users in corporate office.

3. Huawei Technologies Pvt. Limited, Islamabad, Pakistan

Worked as *"IT Engineer"* March 2017 – August 2017   (Internee)
Responsibilities

- Efficiently analyzed root cause issues while installing and configuring computer systems. Proficiently maintained & supported user endpoints, network issues, printers, scanners and wireless devices.

Additional Experience:

— Worked as *Intern* at Relacom Services (Pvt) Limited, Islamabad, Pakistan **(January 2017 - March 2017)**
— Worked as *Intern* at Ufone (PTML), Islamabad, Pakistan **(May 2016 - July 2016)**
— Worked as *Intern* at TEOCO, Islamabad, Pakistan **(April 2016 - April 2016)**
— Worked as *Intern* at Relacom Services Pvt. Limited, Islamabad, Pakistan **(July 2015 – August 2015)**

EDUCATIONAL QUALIFICATIONS & CERTIFICATIONS

▪ **MAJU, Islamabad, Pakistan (2016)**	**B.S. (Electronics Engineering)**
▪ **Corvit, Islamabad, Pakistan (2017)**	**CCNA(R&S)**
▪ **Corvit, Islamabad, Pakistan (2019)**	**MCSE 2016**