Aqib Ahmed

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O B J E C T I V E

Attainment of a challenging position in dynamic corporate that utilizes my talents to the optimum level, appropriately rewards performance, offers continuing opportunities for future advancement and growth to contribute significantly towards the growth of organization

E X P E R I E N C E

Aman Foundation

Designation: Analyst IT Operations – Head Office Karachi
Period: November 2017 to Till Current

Responsibilities:

- Responsible for 24/7 IT Services to AMAN Data Center / Call Center operations.
- Manage and configure Avaya IP Phones, agent desktops, call recorder and contact management center administration.
- Responsible for monitoring and reporting the high availability of Data Center operation.
- Remote sites NVR Services and Network Connectivity.
- Manage and configure SmartPTT Wireless recorder servers and recordings.
- Ensuring the smooth running of all LAN, WAN systems, including anti-virus software.
- Print services and email ID creation by Configuring MS Outlook for users to access emails.
- Support and administration of firewall environments in line with IT security policy.
- Responsible for backup of critical servers: Nortel Recorder, AD DS, and SQL Server.
- Responsible for administering central Antivirus Server. (Kaspersky)
- Ensuring that support calls are logged and handled effectively and efficiently.
- Cisco services, AD DS 2008 services, replication, Nortel Servers.
- Responsible to report line Manager regarding UAN Services, Ensuring that user support for Office356.
- Responsible for implementation and administration of tickets system and share services analysis report to management.
- Responsible for IT equipment procurement and SLA with vendors.
- Establishing the networking environment by designing system configuration, directing system installation, defining, documenting and enforcing system standards.
- Remote troubleshooting and fault finding if issues occur upon initial installation.
- Software and Hardware support by Troubleshooting & Installation of Windows 2003/2008 server, XP, Windows 7, 8 & 10 and other required software.
- Responsible for all IT System support, Network Support and Server Support.
- Manage whole Amantech IT environment like: System Support, Projectors, Computer Lab, & Sound devices etc.
- Wireless Network implementation and manage core switches, Cisco switches etc.
- Manage and Configuration Cisco IP Phones and Extensions.

The Organic Meat Company (Pvt) Ltd.

Designation: Executive IT
Period: September 2015 to October 2017

Responsibilities:
- Manage All Over the IT Related Issues
- Ensuring the smooth running of all LAN, WAN systems, including anti-virus software, print services and email ID creation by Configuring MS Outlook for users to access emails.
- Establishing the networking environment by designing system configuration, directing system installation, defining, documenting and enforcing system standards.
- Support and administration of firewall environments in line with IT security policy, remote troubleshooting and fault finding if issues occur upon initial installation.
- Daily Backup of Data Base and Daily and weekly email and network backups, Configuring LAN, Switch and Router also configure MAC addressing to Routers.
- Software and Hardware support by Troubleshooting & Installation of Windows 2003/2008 server, XP, Windows 7 and other required software.
- Server Base User accounts management active directory to connect domain users, Install and Configure MS SQL Server and connect Data Base to MS SQL Server.
- Database Report Designer and Create, Delete and Disable user email ids as per request, Creating backup on CDs and DVD.
- Dealing with Vendors for Purchasing / Maintenance of IT Equipment's, Setting up remote access for users and Provides training for Software and IT base to new employees.
- Monitor the Scale Server for keeping all their store scales up to date with Bizerba Scale and Server updating daily basis.
- Data Storage Architecture and Users system and firewall update and monitoring, Helping other departments w.r.t Office Automation Software
- Maintaining IT Inventories and check systems UPS on daily basis, Video Conferencing, Assists Production Department in Creation of production and loading reports through ZulWeight.
- Checking the physical stock with reported stock, Installation & Maintenance of CCTV Cameras and maintains its recordings date wise
- Maintaining and capturing backups of Chiller logger system, Providing assistance and New Implement to ERP for Accounts and Production Departments.

WSC Software House

Designation: IT Support Officer
Period: October 2013 to August 2015

Responsibilities:
- Manage All Over the IT Related Issues, Configuring LAN Switches & Routers, Hardware and Software Troubleshooting & Installations, Maintain Email & Drafting,
- Laptop / Desktop/Server Maintenance, Windows Installations and all Users Support, Installation & Maintain CCTV Camera, Manage and Update Software and all over IT Related things.

Aish Tycoons

Internship "Information technology"
Period: 3 Month

ACADEMIC QUALIFICATIONS

Qualification	Year of Passing	Board/University	Percentage
BSCS in IT	2018	Preston University NNC	3.3 CGPA
Intermediate	2013	Karachi Board	Pass
Matriculation	2011	Karachi Board	A-Grade

EXTRA CERTIFICATIONS

Certification	Year of Passing	Institute	Status
Hyper Converged Data Center	2018	Online Certification	Certified
Web Wise	2013	Computer Collegiate	Certified
GAP	2014	Computer Collegiate	Certified

COMPUTER SKILLS

- Microsoft Office
- Adobe Photoshop (All Version)
- Adobe Flash (All Version)
- Social Networking
- Team Work
- Hard working and result oriented
- Internet Browsing
- Email Handling
- Adobe Illustrator (CC)
- Dream Viewer CS6
- Java Script
- Positive attitude and observant.

TEAM WORK

Organized Certified Seminar On
"Windows 2010, Mobile Application & HTML5" at Preston University NNC.

PERSONAL INFORMATION

- Father Name : Anwar Ahmed
- Nationality : Pakistani
- Domicile : Central, Karachi
- Data of Birth : 07 Feb 1994
- Civil Status : Single
- Religion: : Muslim
- CNIC# : 42201-0997893-3
- Mobile # : +92 321 8779576
- Email : aqib07feb@gmail.com
- Address: : House # L -139 Sector 5A/3 North Karachi, Pakistan

REFERENCE

Will be finished upon Request.