



SYED ARSLAN SHAH
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Objective: To join the team of those IT and Technology experts who runs the organization successfully throughout the globe.

Certifications

- Microsoft Certified System Associate (Certified)
- Cisco Certified Network Associate (Corvit Certified)
- Huawei Certified Network Associate (Certified)
- CISSP (In Process from www.alnafi.com)

System Engineer Infrastructure

**System Pvt Ltd-New Islamabad International Airport
(20th May 2019-Till Present)**

- Managed airport managed area network (AMAN) infrastructure, status of server blades performance of switches and storage at New International Airport Project.
- Ensured smooth and optimal changes in the infrastructure.
- Managing logs in PRTG and Solawind suit.
- services of Airport Management area networks applications with timely configurations
- Review various logs of system (network, switches, firewalls, application servers, databases servers, etc), as and when directed by line management, through automated or manual means and report any unusual behavior, policy non-compliance or threat etc.
- Coordinate with relevant teams for IT security events/incidents and prepare responses in timely manner.
- Sitting in AOCC managing entire Desktop system including Antiviruses, Video wall System.
- Handling Kaspersky endpoint security for Windows.
- Responsible for providing Backup Systems in case of Hardware and Software problems.

- Handle support tickets while meeting the SLA.
- Always Stay available in the queue.
- Create documentation for knowledge base and look for improvement.
- Ensuring 98% customersuccess.
- Co-ordinate with the development team to fix issues and report bugs.
- Complete assigned trainings on Customer service and latest IT technologies.

Technical Support Engineer

Broad peak Technologies (USA Company)

(Feb2018-May 2019)

- Handle inbound/ outbound calls of Edible Arrangement Stores in US & Canada.
- Help troubleshoot issues over phone and remote assistance
- Help troubleshoot hardware issues over the phone
- Windows and server installation
- SQL Management Studio installation and configuration
- Handle support tickets while meeting the SLA.
- Always Stay available in the queue.
- Create documentation for knowledge base and look for improvement.
- Ensuring 98% customersuccess.
- Co-ordinate with the development team to fix issues and report bugs.
- Complete assigned trainings on Customer service and latest IT technologies.

Project Engineer

Sachal Telecom Pvt Ltd (Huawei Pak China OFC)

(Jan 2017-Jan 2018)

- Survey, Planning and design of Optical Fiber cable along the road between Danyor/ Karimabad/ Sust/ Kunjrab Sections.
- Preparation of BOQS.
- Supervision of Trenching, laying of HDPE, construction of Hand holes, Bridge attachment, concreting and cable pulling as per specifications.
- Looking for Aerial Pole survey, demarcation, according to safety ensured places.
- Poles Erection at the desired places according to given standards i.e (Excavation, Erection, Concreting Curing, Ear thing, backfilling).
- Splicing/testing/commissioning of 48/24 fiber cable on underground and aerial route from Danyor to Karimabad Sections.
- Conducted all work in accordance to safety practices.
- Complete the assigned projects within the defined scope and timelines.
- Coordinate with client for billing invoicing and payment. Maintained all documentation of customer related OSP activities and drawings.
- Submit the progress report of the site work to the PM on daily and weekly basis.

NOC Engineer

Andromeda Technologies

September 2014-December 2016(Huawei-Ufone North1)

- To manage all NOC team and Filed teams' duties
- Alarm Monitoring /Escalation and Alarm Clearance Responsibility
- Alarm monitoring 24/7 by using I-Manager M-2000/U-2000 & CBOM (Huawei Software)
- Updating daily network report, fault management reports, performance
- Responsible for Network Outage Control and outage reasons analysis (RCA)
- Making PM (Preventing Maintenance) and CM (Corrective Maintenance)sheets
- Coordinate with Field Engineers for handling the work orders and Service affecting alarms
- Daily network Outage and performance report to customer
- Provide Technical Support to field teams
- Maintenance of Diesel Generators/AC(Aircon)/Commercial Power issues/BTS/Microwave
- BTS & 2-G and 3G technical support /HVAC
- Provide technical support microwave issues/Transmission Issues

Commercial Power Coordinator

EPTSC (Huawei-Ufone N-1)

Jan 2014-August 2014

- Responsible for Commercial power of Ufone North-1 O&M
- Manage the teams in all regions.
- Close follow-up is required when TT is locked.
- Coordinate with vendors for problematic rectification.
- Deals with PTML POC for ensuring smooth operations
- Maintaining tracking sheet of daily issues locked and reporting it to Linemanagers daily.

Hotline Administrator

EPTSC (Huawei-Ufone N-1)

Sept 2013-Dec 2013

- Give access of tower to site engineers after verification from Customer/Operators
- Escalate theft cases to higher management on sites.
- Control overall security of tower through security vendors.

Customer Care Representative

Mobilink (Orascom)

April 2013-July 2013

- Keep abreast with the latest information of products, policies and procedures of the company to handle customer's queries & complaints effectively and efficiently.
- Ensure strict compliance with new sales activation.
- Provide feedback to the team leader on issues & challenges w.r.t his/her job and suggest solutions.

- Coordinate and follow-up with multiple stakeholders for the resolution of Customers problems.
- Prepare product or service reports by collecting and analyzing Customer information.
- Resolve product or service problems by clarifying the customers' complaint; determining the cause of the problem; explaining and expediting the best solution and following up to ensure resolution.

EDUCATION

Qualification	Institution	Grades	Passing Year
BS Electronics & Communication	University of Lahore	3.09	2009-13
F.Sc Pre-Engineering	ISSC F-8/1, Islamabad	2nd Division	2006-08
Matriculation	ICB G-6/3, Islamabad	1st Division	2003-05

Software

- Huawei I-manager M2000
- C-Bom Huawei
- PRTG
- Solarwind (NCM, NPM, NTA)
- Solarwind Event and Log Manager
- Kaspersky Antivirus Security Center 10
- Kiwi Sys Logger
- MS-Office