



## RESUME

### **Faizan Shah - Network Engineer (Computer)**

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#### **OBJECTIVE:**

To contribute constructively in an organization that utilizes my full capabilities and provides me with opportunities for learning and growth. Extensive knowledge of working practices, administration and implementation experience of network projects 05 years of IT experience with full life cycle organizational experience. Always meets client demands and develops good long-term customer relationships.

Now seeking a suitable IT position with an ambitious company.

#### **Technical Skill set Summary**

- Cisco routers 800 / 1700/ 1800 / 1900 / 3600 / 4300 series
- Cisco switches SG 300/ C2950 / C2960 / C3560
- Cisco 3005 VPN concentrators
- Cisco Wireless Control System –Cisco Aps Aironet APs and controllers
- Routing protocols RIP / OSPF / EIGRP / BGP
- VLANs / STP / RSTP / Ether channel / MST
- VoIP – Avaya Phone IP Office v9 Manager
- Securing VLANs, switch access, IDS, IPS
- 3COM switches
- Juniper switches EX Series
- Fortinet Gate Firewalls D 200 /D 60 Series
- TCP/IP, DNS, DHCP, WINS
- Microsoft Windows Servers NT / 2000 / 2003 / 2008 /2012
- Microsoft Exchange 5.5 / 2000 / 2003 / 2007
- Microsoft Office 95 / 2000 / XP / 2003 / 2007 / 2010 /2013 /2016
- Active Directory, Group Policy
- Installation and configuration of CCTV Cameras
- Installation and configuration of Bio metric machines like Hand Punch /2000 /3000.
- Computer (Hardware / Software/Trouble Shooting)
- Cisco SG 300 fiber Switch Tp-link Aps
- Data Structure TCP/IP.
- Customer support skills.
- Good documentation Skills

#### **WORK EXPERIENCE:**

##### ***SAUDI SERVICES OF ELECTRO MECHANICS (SSEM)***

***Computer Engineer (Network and Desktop)*** April 2015 - Present



## **Roles & Responsibilities**

- Troubleshooting Network related problems, providing new LAN connection and Configuration on new LAN Connection.
- Responsible for network issues related to LNP Support ( Local Number Portability)
- Responsible for analyzing, testing, isolating and repairing network and customer issues.
- VoIP Phone Systems - Configuration / Installation / Support.
- Thorough understanding of WLAN security and network management
- Operating System/Server: Microsoft NT/2000/2003/XP/Vista and window 7 professional
- Remote Control Software: Citrix, Remote Desktop connection.
- Installation of anti-virus software like trend Micro, Symantec Antivirus & Norton antivirus.
- Backup and restore of files and folders in WIN XP and WIN 2008/2003 server
- Troubleshooting & configuration of Microsoft Office Outlook & Outlook express
- Installation of all kind of Network Printers , standalone Printers, Photocopier machines And plotter.
- Communicating and negotiating with users, specialists, other staff and suppliers.
- Network connectivity troubleshooting, ping, tracer, telnet.
- Upgrading and repairing faults on CIS systems, networks & peripheral equipment.
- Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Respond to calls from new and existing clients, diagnose and fix over the telephone where possible, or at the desk side. Supporting Hardware, Network, Desktop Applications including MS Office.
- Design and build custom PC's and Networks to customer's specific needs and requirements.
- Provide advice and one to one training on Operating Systems and MS Office, stressing the importance of backups and security. E-mail set-up and advice (particularly using MS Outlook).

## **Past Work Experience:**

***Unilever Pakistan Limited (System Engineer)*** March-2014 to Feb-2015



## **Roles & Responsibilities:**

- Supports and maintains user account information including rights, security and systems groups.
- System hardware and software end user support including Network connectivity, Windows 7 and XP clients, Lotus Notes, Norton Antivirus, and Microsoft Office.
- Manage Checkpoint and Cisco firewalls for security purposes.
- Analyzes complex network problems and coordinates resolutions.
- Joining the domain, move users profile Installation of desktop hardware and software applications, security updates, and security packs.
- Trains workers in use of new software or hardware.
- Installs new hardware and maintains existing hardware.
- Provide on-site tech support to include installation, maintenance and repairs of desk tops, laptops, and peripherals.
- System backup and Create the Ghost file of the System.
- Resolve the Issues regarding Network Printers.
- Dealing with internet ISP and vendors check the connectivity of the link and ensured.

## ***PakQatar Takaful (IT Administrator)*** May-2013 to Feb-2014

Running a proactive team of support staff responsible for delivering a high quality, customer-focused professional service. Providing the very highest level of technical support and customer service.

### **Duties:**

- Software Testing, Implementation & configuration of Specialist Takaful Systems.
- Producing and presenting reports to customer senior management.
- Provide End User training and documentation.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining up to date Antivirus levels on all machines across the Airport.
- Working on Active Directory and controlling IT user accounts.
- Managing and monitoring of backups in multiple locations.
- Providing maintenance support and break-fix solutions covering eight contracts.
- Follow documented processes i.e. implementing change control procedures.
- Troubleshooting technical problems and implementing solutions.
- System upgrades both at workstation and Server level.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-location IT infrastructure for several hundred users.
- Provide fast and accurate troubleshooting and rectification of reported faults.
- Asset management and repair logistics.

### **Projects Included:**

#### **Duba Green Integrated Solar Combined Cycle Power Plant / Almarai /Qurayat PP II**

- Troubleshooting hardware problems in regards to: all the server range, tape backup units, switches, KVM
- Solving software problems - Microsoft (Windows NT/2000/2003; Troubleshooting and solving networking issues - TCP/IP, DNS, DHCP, Layer 2/3 network devices
- Technical lead duties and management of technical projects
- Designing and implementing customers' network infrastructure
- Configuring and implementing Remote Access Solution: IPSec VPN, EasyVPN, Gateway, Configuring Pix to Pix, ASA to ASA and Router to Router VPN
- Implementation of HSRP (using IP SLA) and GLBP
- Configuring VLANs, VTP, Etherchannels
- Configuring intervlan routing on Layer-3 switches
- Securing switch access
- Designing and implementing wireless architectures
- Configuring Voice VLANs and QoS VLANs
- Configuring routing using OSPF and policy routing using route maps
- Hardening Cisco devices – Implementing IDS and IPS, Cisco IOS Firewall, AAA
- Implementing traffic filters using Standard and Extended access-lists, Distribute-Lists, and Route Maps
- Building and maintaining Visio documentations for Clients



**Professional courses:**

- MICROSOFT OFFICE
- CCNA
- MCSA
- PLC
- SCADA

**Educational Qualification:**

- Qualification : ***Bachelor of Computer Engineering (BSCE)***
- ***Certification : Pakistan Engineering Council (PEC) Reg NO. Comp 10342***
- Institute : Comsats Institution of information and technology
- Year Passed : 2012

**PERSONAL DETAILS:**

Name: Faizan shah

Address: Noor Colony Street Munsifabad P.O T&T Colony Haripur,

Country: Pakistan. DOB: 12/12/1988

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