



SYED FAIZAN UL HAQ

SYSTEM ENGINEER

PROFILE

Looking forward to getting hold of a position as an IT Professional in prestigious organization in order to utilize my creativity and innovation for benefits of organization and upgrade my skills according to demands of modern age.

PERSONAL INFORMATION

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WORK EXPERIENCE

System Engineer

12/2016–06/2019

IBEX Global Pakistan

Karachi City, Sindh, Pakistan

<https://pk.ibex.co/>

- Providing 1st level IT assistance of queries of end users received through ticketing system, telephone or email.
- Administration and troubleshooting of hardware (Workstations, Laptop, Printer, Server) and Software (CRM, Microsoft Office, Internet Explorer, MS Outlook) problems.
- Management of IT Help-desk/Service-Desk by providing technical assistance to customer-based users through in-house ticketing system and necessary escalations
- Installation and Support of operating systems like Window Server 2012/2016, Windows 7, Windows 10, Linux CentOS, Red Hat Linux and Mac OS and VmWare
- Installation and Configuration of Active Directory and Domain Controller
- Management of Users, OU's and group policies in Active Directory
- Management of DHCP, WDS, Print Servers and Storage Devices through Active Directory
- MS Office 365 Users and Group Management, Role Assignment
- Administration of Google Products and Services i.e. G-suite.
- Troubleshooting and Configuration of IP Phones like Avaya, Polycom and Cisco.
- Establishing Video Conferencing between different international and local sites by using Logitech, Cisco and Polycom equipment

JOB-RELATED SKILLS

- System Administration
- Desktop Support
- IT Help-Desk/Service-Desk Management
- Windows Administration (Windows 7 & Windows 10)
- Linux Administration (RedHat & CentOS)
- Server Administration (Windows Server 2012 & 2016)
- MS Office 365 Administration
- Skype for Business Administration
- Client Technical Support
- Network Troubleshooting
- Hardware and Software Troubleshooting
- Print Server Management

- Running security scan on workstations and laptops to ensure protection from malwares.
- Troubleshooting and Installation of Printers (wired or wireless) and all required software
- Liaise with the procurement process related to network and telecom related software, hardware and services and maintaining updated inventory of IT equipment

Resident Engineer

01/2016–11/2016

Inbox Business Technologies (PVT) Limited

Karachi City, Sindh, Pakistan

<https://www.inboxbiz.com/>

- Administration and troubleshooting of system problems, Troubleshooting hardware/software faults
- Diagnosing and Troubleshooting Network issues
- Administration of requests receive through helpdesk
- Troubleshooting and Installation of Printers (wired or wireless) and all required software

ORGANISATIONAL SKILLS

- Strong troubleshooting and problem-solving skills
- Teamwork
- Decision Making
- Work Load Management

EDUCATION AND TRAINING

Bachelors of Telecommunication Engineering

04/2011–12/2015

IQRA University Karachi, Karachi (Pakistan)

Internship

06/2013–07/2013

Sui Southern Gas Company Limited, Karachi (Pakistan)

Microsoft Certified Solutions Associate (Windows Server 2012)

09/2016

On Wire Technologies (Microsoft Partner), Karachi (Pakistan)

Microsoft Certified Professional Microsoft Specialist

Microsoft Exam 346 – Managing MS Office 365 Identities

02/2014

Microsoft, Karachi (Pakistan)

LANGUAGES

- English
- German (A1)