

MUHAMMAD ASIM

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SUMMARY

- Having good practical concepts about networks, systems and wireless/wired communication systems.
- Strong computer proficiency and the ability to grasp new concepts quickly.
- Strong communication, presentation and problem solving skills.

ACADEMICS

Masters of Science, Electrical (Communication) Year 2019

National University of Science and Technology (PNEC), Karachi

Bachelor of Engineering, Telecommunication Year 2013

Iqra University, Karachi

Intermediate in Science Year 2009

Govt. National College.

Matriculation in Science Year 2007

Sunflower High School

PROFESSIONAL EXPERIENCE

August 4th 17 – till date

AGILITY LOGISTICS (Pvt) Ltd. Karachi, Pakistan

Working as a **Technical Support Engineer**

Responsibilities Include

- Ensure that internet services remain up 24x7 at warehouse and Fleet.
- Apply critical OS updates / patches and update business applications updates rolled out time to time and roll out policies at MLC issue by head office from time to time.
- Responsible for actively managing a multinational based multi-user computing environment.
- Check optimal utilization of bandwidth and other hardware resources at MLC.
- Provides on call support to remote users and physically visit to branch offices "if required".
- Implemented IT network projects: Installed, configured and maintained network services, hardware systems and peripheral equipment/devices.
- Provide quick action to the service request raised from the user and resolve it according to the priority of the ticket.
- Monitored the network performance regularly to improve performance and functionality.
- Administer Active Directory, Elastix PBX server, file sharing server, network printers and I.P phones.
- Troubleshoot and resolve network, hardware and software problems for users.
- Configure and troubleshoot wireless Ubiquiti AirMax (Rocket M2) Devices.
- Configure and troubleshoot Mikrotik router for auto-failover configuration.
- Maintaining hardware in good operating condition and suggest enhancements required to keep hardware up to mark for running business applications
- 100% internal/external audit compliance and standard policy/SOP requirements.
- 100% compliance to all applicable HSE instructions/policies and business ethics requirements defined in the code of conduct.
- Make sure 100% implementation of global and local IT policies and submit various reports periodically
- Ensure 100% accuracy of maintain asset roster.

February 14th , 15- August 3rd 17

SAYLANI WELAFRE INTERNATIONAL TRUST

Worked as an **IT Support Engineer**

Responsibilities Include

- Laying down new network connections in head office as well as on branches.
- Monitor, test and troubleshoot hardware, software and networking issues pertaining to LAN.
- Troubleshooting and maintenance of desktops.
- Installation of OS on different servers.
- Monitoring of branches network.
- Perform routine maintenance and maintain inventory of all IT equipment.
- Respond to instant messages, email and personnel requests for technical support.
- Creating VLAN on Cisco switches (3750 and 2960 series) for distribution of branches network and departmental network.
- Monitoring of outstation branches network located in Faisalabad, Lahore, Hyderabad and Islamabad.
- Support to regional office IT staff including Hyderabad, Lahore, Faisalabad and Islamabad.

June 9th , 14 – August 10th, 14

ACCESS GROUP

Worked as a **Junior Network Engineer**

Responsibilities Include

- Monitoring of Data Center.
- Monitoring of Back Hauls.
- Monitoring of Traffic on the network.
- Monitoring of satellite link provided to customers.
- Upgrade/change of IOS of Cisco routers and switches.
- Troubleshoot and resolve problems reported by customers in the given timeline.
- Upload different files on the server.
- Co-ordination with our customers as well as with vendors.

June 28th, 12 – August 9th, 12

SSGC

Worked as an **Intern** in Procurement Department.

Responsibilities Include

- Works on Oracle.

June 27th, 11 – August 27th, 11

PTCL

Worked as an **Intern** in Network Operation Transmission.

Responsibilities Include

- Monitoring International Transmission Maintenance Centre.
- Visit and monitor the transmission through SMW3 and SMW4

PROFESSIONAL SKILLS

Computer & Software Skills

- **Firewall:** TMG 2012, ISA 2004
- **OS Platforms:** Windows 7/8,10 Server 2003-2019 & Ubuntu
- **Other Applications:** MS Office and Adobe Photoshop

Other Skills

- **Technical:** Adept in **Integration/Installation** of Hardware & Software.
- **Interpersonal:** **Strong Team Working, Leadership & Communication Skills.**

CERTIFICATIONS

- CCAI (Cisco Certified Academy Instructor) in IT Essentials.
- CCAI (Cisco Certified Academy Instructor) in CCNA.