# Amir Hashmi

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## Overview

- Accomplished and result oriented Engineer with over 14 year's experience in IT and customer support for voice and email process with leading organizations with large volume of clients and users worldwide
- Currently with Etisalat, Ajman, UAE , as IT Support Engineer ,providing support relating to Etisalat services
- In depth expertise in customer management and operations, monitoring and resolving customer enquiries and handling complaints resolution and new business enquiries , while ensuring improvements in TAT of calls and improved customer satisfaction
- CCNP & CCNA certified and experienced in the implementation Help Desk Support and Troubleshooting for software hardware, IT infrastructure
- Proficient in team management and providing leadership for effective performance delivery with a track record for maintaining high quality standard of processes

## Professional Experience

### Etisalat, Ajman, UAE                                                      Mar 2008 to date
*Emirate based multinational telecommunications services provider*

**IT Support Engineer**
Reporting to the Team Leader
Heading a team of 6

Currently in IMCNOC Etisalat dealing with over 600 operators/ISPs/service providers worldwide

– Provide effective and timely support to over 600 users worldwide on IT related issues
– Handle calls and complaints relating to Etisalat services
– Ensure all daily queries and complaint mails are handled as per SOPs
– Receive transaction data on daily basis and re-organize it for analysis; carry out comparative analysis of results with the standard values
– Provide information support to new prospects /sales enquires
– Interdepartmental coordination to resolve problems and provide solutions
– Maintain the daily transactions data in the MS Excel
– Prepare and deliver daily / weekly reports for different departments as per their requirements
– Handle escalation of technical problems relating to Etisalat Network and follow-up with concerned department to provide solutions within the TAT

#### Achievements at Etisalat

- Previously worked in Etisalat call center which processes calls from over a lakh customers who are users of Etisalat services, now at IMC NOC handling over 600 operators worldwide
- Effectively handling and resolving 50 to 100 customers complaints per day
- Ensured resolution of all issues within 48 hours, improving turnaround time by 90%
- Implemented steps to improve closure of complaints in a timely manner by creating guidelines for improvement which was implemented by the management
- Recognised by peers as a quality call handler and handled the role of assisting colleagues in managing difficult and challenging customers
- Received "CSR of the Month" award from management
- Aided the company in their pursuit of customer service excellence , helped them achieve 100% rating in an external audit, for communication, listening, problem resolution and politeness
- Commended in performance evaluations for demonstrating initiative, enthusiasm, tenacity, persuasiveness, intense customer focus, and dependability

*Leading Media Company*

**System Engineer**
Reporting to Sr. Systems Engineer
Heading a team of 5
Handling 100+ users, providing full support and
troubleshooting of Networks, Server and Machines

**Providing support for the following:** Microsoft Office
products (Outlook, Word, Excel, Access, Internet Explorer,
Windows OS XP to Windows 8), desktops, laptops, printers,
networked copiers, NICs, basic LAN/WAN connectivity
troubleshooting with firewall and switches, cabling

− Handling support for Printer/Fax, Backup system, updating
  current infrastructure, deploying new equipment
− Maintain overall ownership of user's issue & service,
  ensuring that they receive timely resolution
− Provide feedback to IT head regarding technology
  enhancement as per requirements
− Coordinating with team to provide solutions

**Achievements at Business plus TV**
- Successfully handled continuity of operations  and
  maintenance of system uptime
- Achieved cost saving from 50 to 90% after upgrading
  the equipment
- Created useful guidelines for staff for improving the
  processes
- Promoted to System Engineer from Assistant System
  Engineer

## Computer Skills

**Networking Technologies:** IWAN, GPON, ADSL, DIALUP, ISDN, Frame Relay, Ether Channel, VPN
**Networking Equipment:**  Routers (Cisco2500/2600/3600Series), Switches (Cisco 1900/2950/3550 series), DSL Router &
Cable Modems (Siemens SE568/6520/504/AGU, Aztech208/206/605EU/605EW, Lucent 20A, Cisco Lucent, Motorola,
Thompson, Linksys, Webstar Modems), 3.5G Router, NLE Unit (Matrox RT.X 100 Editing Card)
**Server Services:**  Mail (Winroute, MDaemon), Web/Proxy (Squid), FTP
**Protocols:**  TCP/IP, RIP, EIGRP, OSPF, BGP, PIM, IGMP, CGMP, HSRP, VRRP, GLBP, STP
**Operating Systems:** WIN 98 / 2000 / XP / vista / 8 / 10 / Cisco IOS
**Languages:** C, HTML
**Tools:** Paint Shop / Photoshop / CBCM / ECCF / CMS / Remedy ticketing
**Utility:**  MS Office 2000 Suite

## Education

B.E. (Computer System) - Usman Institute of Technology, Hamdard University, Karachi, Pakistan with CGPA of 2.7 - 2005

## Training & Certifications

− Cisco Certified Network Professional (CCNP) and Cisco Certified Network Associate (CCNA), Cisco ID # CSCO10899291
− Trained and certified on Computer Hardware - PC Peripherals

**Linkedin:** https://www.linkedin.com/in/amir-hashmi-b2690222
**Nationality:** Pakistani
**Passport#** AL6841292; **Employment visa** valid until: 21 May 2021
**Date of Birth:** 31st January 1981
**Marital Status:** Married
**Languages Known:** English, Urdu
**Driving License:** Pakistan, UAE
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