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|  | JAHANZAIB RIAZ  00923137738150 | E: jahanzaib\_riazshah@hotmail.com |

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| **Professional Summary** | |  |  | | --- | --- | |  | Experienced Network support Engineer with over 6 years of experience. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits. | |

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| **Skills** | |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | * Cisco routers and switches * TCP/IP protocols * Windows and Mac systems * Creative problem solving * Team work * LAN and WAN * Wireless networking | * Mobile devices * Project management * Strong planning skills * Firewall management tools * Risk mitigation * Program installations * Vendor relations | | |

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| **Work History** | |  |  | | --- | --- | |  | IT support Engineer *01/2018 to 02/2019*  **Ford Motor’s Melbourne**   * Main duties include responsibility for diagnosing and resolving hardware/software and end user problems. * First point of contact for all technical queries. * Developing infrastructure systems to meet company needs. * Involved in rollout of software updates/patches * Working with TCP/IP, DHCP, DNS and Ethernet * Investigating complex and specialist IT issues * Allocating work to junior staff and providing induction training to new staff. * Answering support queries via phone/email. * Remote administration and management of customer’s on-site equipment. * Logging and ordering different user support calls for the second line support team. * Carrying out user administration and set up of user accounts. * Demonstrating team working skills by working with others to resolve these and reach logical solution steps.   Senior Network Engineer *08/2013 to 10/2017*  **Dewan Motors - BMW Service Center | Islamabad, Islamabad Capital Territory**   * Maintaining and administering computer networks and related computing environments including systems software, applications software, hardware, and configurations. * Performing disaster recovery operations and data backups when required. * Protecting data, software, and hardware by coordinating, planning and implementing network security measures. * Troubleshooting, diagnosing and resolving Cisco hardware, software, and other network and system problems. * Replacing faulty network hardware components when required. * Maintaining, configuring, and monitoring virus protection software and email applications. * Monitoring network performance to determine if adjustments need to be made. * Conferring with network users about solving existing system problems. * Operating master consoles to monitor the performance of networks and computer systems. * Coordinating computer network access and use. * Designing, configuring and testing networking software, computer hardware. * BMW ISIS server configuration, testing and backup. |  |  |  | | --- | --- | |  | Network And Hardware Support Internee *05/2013 to 07/2013*  **Dewan Motors Private Limited | Karachi, Sindh**   * Network and Hardware support. * BMW ISIS server administration. * ISA server installation and Firewall policy administration. * Active Directory user management. * Maintained the IT inventory list of company. * Microsoft outlook configuration on the staff computers and backup. * Installing system software's such windows XP, windows server 2003. * Resolving user's problems regarding their systems. * Contacting directly to vendors for purchasing IT equipment. |  |  |  | | --- | --- | |  | IT Support Internship *03/2013 to 05/2013*  **Herbion Pakistan (Pvt.) Ltd. | Karachi, Sindh**   * Troubleshooting user end problems regarding hardware and software.\ * Red hat Enterprise Linux 6 installation. * Installation of squid proxy server. * Applied Proxies on squid proxy server. * Microsoft SharePoint Portal 2007 Administration, Configuration & user end support. * Microsoft SharePoint Server 2010 Deployment, Administration & Configuration. * Windows server 2008 r2 Installation. * Updated inventory list of IT hardware of the company. | |  |  | |

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| **Education** | |  |  | | --- | --- | |  | Graduate Diploma of Information Technology | Information Technology *2018*  **Charles Strut University Melbourne, VIC** |  |  |  | | --- | --- | |  | Bachelor of Information Technology BS(IT) | Information Technology *2012*  **Preston University, Islamabad** |  |  |  | | --- | --- | |  | FSC | Pre Engineering *2008*  **Fazaia Inter College Kaller Kahar, District Chakwal** | |