*****Waleed Zafar***

Computer Engineer

Mobile: +923333136650

Skype: Waleed.zafar66

E-mail: [waleedzafar82@gmail.com](mailto:waleedzafar82@gmail.com)

LinkedIn:https://pk.linkedin.com/in/engr-waleed-zafar-ccna-r-s-security-mcp-47703a84

**OBJECTIVE:**

Details oriented engineering professional looking forward to seek an extra ordinary and challenging position in an internationally/nationally reputed organization in order to join professionally advanced working environment **(6 Years experience)**.

**CERTIFICATIONS:**

* Microsoft Certified Professionals **(E161-0353)**

* ****Cisco Certified Network Associates **(CSCO12674274)**

* Cisco Certified Network Associates **(CSCO12674274)**

**ACADEMIC QUALIFICATION:**

* B.S Computer Engineering (1st Division) 2013
* SIR SYED UNIVERSITY OF ENGINEERING & TECHNOLOGY, Karachi, Pakistan.
* Registered Engineer from Pakistan Engineering Council (PEC)
* Verified/Registered from HEC, Foreign affairs, UAE Council

**TECHNICAL SKILLS SUMMARY:**

* Office 365 (Installation, User management, Rights and Permission Assignment, Import/Export Users from On-Premises Environment)
* O365 Exchange (Configurations, Mailbox creation, Set password expiry, Sync hybrid services)
* Server 2012 R2 (Active Directory Management, MS Exchange 2016 Management, Installations, Configurations ,Maintenance)
* POS (3rd) party support with Vendors.
* Virtual Desktop Interface (VDI) / HP Thin Client Support
* Routing Protocols/ Switching Technologies
* TCP/IP and Sub netting.
* Extension creation and calling rights allocation through ELASTIX, Cisco Call Manager
* Hardware/Software Troubleshooting
* Helpdesk support (Ticketing System), Email configurations, Troubleshooting
* Provide Online Technical Support to USA, UK, EUROPE clients through VNC, TeamViewer

**PROFESSIONAL PROFILE:**

****

**Sr. System Engineer at Afiniti Software Solutions**

March 2017 – Present

* Configured Server 2012 R2 (Managing daily operational tasks related to Active Directory, DHCP, DNS, DFS Portal guard, WUSU, Cisco WebEx Teams accounts)
* Installation and Configuration of Office 365 (Managing Users, Exchange Online, Rights and permissions, Azure Rights Management, ADFS)
* MS Exchange 2016 Managing daily operational tasks of (Mailboxes, Distribution list, Calendar Rights, MBX Quota, MBX’s migrations from DB to DB)
* Bulk user management of both Windows AD and O365 users through Windows power shell.
* Configured and Install EXSi, VMware work station
* Administration of Mimecast, Spamtitan for spam email filtration and smart email relaying
* Configured Synology (Storage) for DFS
* Using JIRA, Confluence for Ticketing, Task Assignments, Projects, Blogs, Documentations, Inventory
* Configured and Install Dell, HP servers
* Configured RAID 1,6,10 through ILO and IDREC
* Leading IT Team and supervise daily IT operational tasks
* Make documents and SOPs for projects and tasks
* Configured and deployed Virtual Desktop Interfaces for 200 users
* Configured and troubleshoot HP Thin Clients which is using for VDI purpose
* Configured and troubleshoot hardware/ software in laptop/desktop environment
* Configured calling extensions and calling rights allocation on CUCM/ELASTIX and also provide support on telephony issues.
* Configured and troubleshoot Cisco and Polycom hard phone series.
* Provided L1/L2 support of data networks at user end (Cisco switch firmware up gradation, Creation of VLANs, Port configurations)
* Escalation to Vendors in case of any issues.
* Managing LAN environment including port patching, nodes calculation
* Upgrading data network equipment to latest stable firmware releases
* Server and Switch Mounting in Data Centre and Monitoring of Data Centre with Emerson Solution
* Managing hardware and software inventory for 300 users approx. on site and 900 users globally
* Managing hardware and software procurement of whole IT equipment’s

**Senior IT Engineer at BOL Media Group**

APRIL 2015 – Feb 2017

Responsible for proactively maintaining, monitoring and real-time troubleshooting of more than 24 BOL Media sites mainly in Pakistan. Also responsible for designing, configuring and documenting new and old sites according to the requirements.

* Providing Technical support and troubleshoot different client’s issues. Making required changes on client’s Network as per request.
* Creating VTP, STP, Stacking, ACLs, NAT/PAT, Route-Maps, VLANS & HSRP for Network as per requirement.
* Hands on experience on Cisco Switches 3750x, 3500, 3560x, 2900, 2950x series.
* Design and implementation of static routes and routing protocols such as RIP (v1, v2), EIGRP.­­­­­­
* Monitoring network stats, logs and alerts on Solarwinds. Making Alerts as per request from other departments.
* Escalation to Vendors in case of any issues on Data Links.
* Configuring and maintaining LAN, WAN and Wireless issues 3000 nodes .
* Connectivity between all sites. Co-ordination with ISPs and vendors for 24/7 support.
* Ensure to manage the flow of day to day smooth IT operations in KHI, LHR and ISB Site.
* Administrating Active Directory, Managing users ,groups and their respective OUs
* Managing and Implementing group policies.
* Deployment of Exchange server with fully virtualization and redundancy.
* Managing Exchange Server 2013, Creating Users mailboxes, distribution and Security groups.
* Make SOP’s and technical report writing for IT policies and processes.
* Managing and Monitoring LAN of whole building infrastructure.
* Supervise the splicing and deployment of Fibre cables in BOL Building.
* Managing LAN environment including port patching, nodes calculation.
* Upgrading data network equipment to latest stable firmware releases
* Server and Switch Mounting in BOL Data Centre and Monitoring of Data Centre with Emerson Solution.
* Deployment and Planning Activity of Voice VLAN and Cisco SIP Hard Phones

b_1354950277_90X90

**Network/QA Engineer at SYSTELLEX INC.**

APRIL 2014-APRIL 2015

* Configure Cisco Switches as per network requirement.
* Monitor DATACENTRE through Emerson.
* Creating VLANs, IP Assigning and Planning.
* Testing (Multivendor-QA) of L2/L3 networking devices.
* Troubleshoot LAN/WAN issues.
* Hardware/Software Installation.
* R&D for Networking protocols (Routing, Switching and Security)
* Learning of new networking protocols/features
* Planning, design, documentation, and implementation of various Network devices for testing
* Writing and executing test plans for manual and/or automatedtests
* Network Troubleshooting and maintenance.
* Devices used:

(Switches , Wifi)

* Cisco Catalyst 3650
* Cisco Catalyst 4948 10GE
* DCWS 6028
* DCWS 6002
* DCWL 7942AP
* DCWL 7962AP
* ICX10AP
* Cisco Mirake

**IT/System Support Engineer at MASKATIYA SOLUTIONS (MAXcom)**

2014(JAN-MARCH)

* Daily backup of client’s data, backup restoration on need for Client.
* LAN/WAN troubleshooting, support over 800 clients remotely.
* Maintain client’s data, LINUX,MS dynamic servers deployment on client side, design LAN networks for new clients, Provide Helpdesk support, Resolve issues of ticket system.
* Make requisitions for hardware purchasing, Design network architecture for new departments on LAN side.
* Communicate and coordinate with vendor for DATACENTRE devices Cisco, Juniper devices ,UPS, Ethernet cabling.
* Manage team of 5 members as a LEAD with good management.

**IT Support Engineer at AUC Technologies**

2013(JAN-DEC)

* Maintain and Troubleshoot LAN, supervise network dept. and handle all network related problems.
* I am responsible for managing team of helpdesk to troubleshoot technical problems by doing root cause analysis and redirecting problems to appropriate resource.
* Follows the standard of help desk procedures by identifying and escalating solutions that require urgent attention.
* I am also be responsible to provide external location support and prepare activity reports Benefits Package.
* Provide Helpdesk support, Resolve issues of ticket system.
* Troubleshoot LAN/WAN issues, made Ethernet cables RJ-45.
* Hardware/Software installation, troubleshoot problems.