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**MUHAMMAD MANSOOR KHAN**

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**Profession summary**

A young I.T. professional with technical experience in two posts including I.T. Support and technical assistant roles, responsible for assisting qualified technicians while studying towards technical certification. A conscientious team member with a wide understanding of hardware and software installation, as well as component replacement and functional testing. Motivated team worker | organized and responsible, able to work on own initiative when necessary.

**Educational Qualification:**

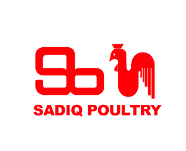
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* Bachelor of Arts 2006 – 2008.
* Higher Secondary School Certificate. (H.S.S.C). 1997-1999.
* Secondary School Certificate. (S.S.C) 1996  
   **Technical Certifications:**
* One year diploma on “Computer Hardware & Software”. (MS office, HTML, Hardware installation).

From Iqra Centre Technical education Islamabad.

* Three Month certificate course on “CCNA” (Cisco Certified Network Associate).
* ICT system support ,PC Maintenance, Domain server 2003,2008,2012, Network, Firewall, Fortigate.
* Security cameras installation & Real Time Monitoring Certification from (PSDF)
* Microwave Technician certification from Punjab skill Development fund.

**Work Experience:**



* **Sadiq Poultry Pvt Ltd -Sadiq Group of companies:**

**IT officer chakari Region Rawalpindi (Feb 2019 to date).**

* Configuration & Maintenance of LAN / PTP WAN / Routers/

CPU /printers / configure NVRS and cameras of adhua and Hikvision.

* Video conference call setup &projector and smart Board Maintenance.
* Installation of Bio Matric Devices ZKT eco I-Face & VOIP devices.
* Established setup of Control Room of Area offices & Farms For Real

Time Monitoring Through Cameras.

* Installing and configuring software, hardware and networks.
* Monitoring system performance and troubleshooting issues.
* Ensuring security and efficiency of IT infrastructure.
* Ensure security through access controls, backups and firewalls.

# MTBC – USA Based Healthcare IT Company (IT help Desk feb2017 to Dec 2018).

* Installed desktop operating systems and applications. antivirus.
* Researched and resolved problems on workstations and LAN, cabling problems, and peripheral malfunctions like printers, Telephone PABX system.
* Time attendance Devices installation and configuring.
* Performed hardware and outlook configuration for new employees.
* Provided off hours support for high priority issues.
* Set up and configured wireless access points and maintained client connectivity in domain environment.
* Provided maintenance, installation and configuration of network and workstation hardware include
* ducting, face plates, patch panels and software.
* Installed both Cannon copiers and Hewlett Packard printers including postscript drivers totally devices.
* Took anywhere between 20-60 calls on a day to day basis
* Provided configuration support for both Microsoft Office Suite and Adobe Acrobat
* Provided exceptional customer service on a daily basis, including taking extra steps towards ensuring the end user is 100% satisfied
* Assessed all calls and made sure the resolution time met or exceeded company standards



* **AL DHIA AL ILMIYAH PRIVATE SCHOOL.**

**Job description:** work as system support engineer **.**jan 2014 to Dec 2015.

1. System administration, Active directory
2. Smart Board training and Technical support and trouble shooting.
3. Projector and smart board installation.
4. CCTV cameras Technical support and trouble shooting. Monitoring. Video retrieving, downloading, backup.
5. Admin duties, deals with baldia, visa & license renewal etc.

* **DAR AL FIKAR COMPUTERS L.L.C SHARJAH U.A.E.**

**Duration:** from 1st Feb 2012 to Dec 2013

* **Job description:**

## Work as customer support engineer and in door sale executive.

## All types of printers repairing and servicing specially HP , SAMSUNG and OKI Models

## Cartridge and Toners Refilling.

## Processing computer goods in wards and outwards.

## Testing returned equipment and confirming serviceability

## Assisting staff and field engineers, in addition to serving personal callers in the shop. Cash handling and answering the telephone to customers and suppliers.

## Periodic routine stocktaking from large components and assemblies to consumables and cross-checking against computer records.

Jumlish International (Pvt) Limited

* **Jumlish international pvt Limited Pakistan :**

Work in Wateen Telecom as third party contract as IT help Desk from 2010 T0 Dec 2011.

* As IT Help Desk perform day to day tasks including backups, anti-virus and network upgrades.
* Participating in the planning of departmental software and hardware rollouts.
* Diagnosing straightforward faults and occasional complex investigation with assistance from experienced team members.
* Assisting users with technical queries, new equipment and software etc.

https://media.licdn.com/media/p/2/000/038/132/3b2ed03.png **Gerry’s soft logic pvt Limited Pakistan :**

Work in Wateen Telecom as third party contract as

IT help Desk from 2009 T0 Dec 2010.

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* **Inbox business Technologies pvt Limited Pakistan :**

Work in Wateen Telecom as third party contract as IT help Deskfrom 2008 To 2009

* American Refugee Committee**American Refugee Committee (ARC) International:** IT Assistant(2006 to 2007 )
* Install and configure software and computer systems.
* Troubleshoot and resolve issues with software or hardware.
* Walk users through steps to help them resolve their technical problems.
* Maintain procedures and reports that provide technical support to the entire organization.
* Establish accounts for new users and assist with password or login problems.
* Supported 25 users across all departments, configured and maintained PCs and servers for all users
* Responsible for creating email and domain user access accounts for new users
* Installed and trained the staff in the use of the new guest room cordless phones.
* Performed periodic backups and maintenance of key systems.
* Maintained and supported remote clients.
* Installed, configured and maintained all desktop, laptop workstation and software systems for office users.
* Maintained and troubleshot Operating Systems including Windows XP Windows 7 in a domain environment.
* **Fauji Foundation Hospital Rawalpindi Pakistan:** IT support( 2005 to 2006)
* **Ripha University international Islamabad Pakistan :**IT support (2004 to 2005)
* **Islamic university Islamabad Pakistan**. Internee (3 Month)

**Projects:**

* ***Computer Labs*:** I have established 192 computer LABs in(GHSS) Punjabpakistan.
* ***Computer Labs HSSC* :**
* ***DIAH AL Almiah school sharjah: Activity***

Establish one computer lab containing 20 pc.

Installed 40 points (cabling, trucking, Faceplates) in class rooms and teachers rooms.

Installed and configured domain server.

Installed 3 Network printers.

## SHUALA AL KHASA SCHOOL SHARJAH: ACTIVITY

## Installing and trunking 20 DATA SHOW(projectors) in class rooms.

## Infinity construction company LLC Dubai:

Established 15 network point cabling, ducting, faceplates,

**Personal profile:**

* D.O.B 20/09/1979.
* Language English, urdu, Arabic Fluent
* Expected Salary As per company policy.
* Religion. Islam.
* Marital status. Married.
* Passport No. Az 0714922.pakistan

Reference:

Will be provide when ask.