**Obaid Siddiqui**

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**CAREER OBJECTIVE**

I need to get attached to an organization, which guarantees me the potential for significant professional, career growth and ensures commercial success. Apart from that, a friendly and conducive workplace environment would be appreciable.

**ACADEMIC QUALIFICATION**

**BS (CS)**  Institute of Scientific Management 2008

(Computer Science) Karachi – Pakistan

[3.2 CGPA]

**Intermediate** Govt. National College 2002

(Pre Engineering) Karachi - Pakistan

[2nd Division]

**Matriculation**  Green Wood Secondary School 2000

(Science) Karachi – Pakistan

[A – Grade]

**PROFESSIONAL EXPERIENCE**

**IT Support Analyst**  **March’2019 *– continue***

**GlaxoSmith Kline – (Karachi – Pakistan)**

Working as an ‘IT Support Analyst’ in GlaxoSmith Kline (Pharmaceutical Company) from HRSG

mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them

**Job Responsibilities:**

* Installing and configuring and troubleshoot computer hardware, software, systems, networks, printers, projectors, laptops, and other electronics devices.
* Monitoring and maintaining computer systems and networks.
* Responding in a timely manner to service issues and requests.
* Provide exceptional customer service in person, via phone and email as appropriate
* Resolve help desk issues including troubleshooting hardware and software issues
* Perform user administration duties
* install and configure computer hardware operating systems and applications
* monitor and maintain computer systems and networks
* talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
* provide support, including procedural documentation and relevant reports
* follow diagrams and written instructions to repair a fault or set up a system
* support the roll-out of new applications
* set up new users' accounts and profiles and deal with password issues
* respond within agreed time limits to call-outs
* work continuously on a task until completion (or referral to third parties, if appropriate)
* prioritize and manage many open cases at one time
* rapidly establish a good working relationship with customers and other professionals
* test and evaluate new technology
* conduct electrical safety checks on computer equipment.

**Technical Support Engineer** (Surveillance CCTV & IPT) **Dec’2015 *– Feb’2019***

**Future Technology – (Karachi – Pakistan)**

Worked in a Cisco Partner Company as a ‘Technical Support Engineer’ to diagnose & troubleshoot the Client’s Devices remotely or to visit.   
My Domains were CCTV/IP Cameras, Wireless AP and WLC & Cisco VoIP (IP Telephony)

**Job Responsibilities:**

* Experienced CCTV Installer with extensive background in the design, installation and maintenance of security systems. Familiar with the technical and operational aspects of IP and analog systems, Fire alarm and detection, Access control and more.
* Installed CCTV systems in a range of environments, including hospitals, parking lots, department stores, homes, office settings etc.
* To conduct site survey, prepare design, drawings, BOQ and all pre-sales related task.
* Deploy & troubleshoot voice(VoIP) Solutions and configure CME, CUCM and IP phones (Using SIP and SCCP Protocol)
* Troubleshoot IP Phone registration, Dial-peer, Translation-pattern and other voice related issue.
* Cisco Wireless AP and WLC Configuration and Installation.
* Deployment of Devices with demonstration to the clients.
* Research, diagnose, troubleshoot and identify solutions to resolve customer issues
* Provide prompt and accurate feedback to customers
* Installation and configuration of Dell and Cisco Switches.
* Document knowledge in the form of knowledge base tech notes and articles
* Prepare accurate and timely reports.

**Network QA Engineer** (Networking Devices) **July' 2008 *– Jun’2013***

**Systellex Inc. - (Karachi – Pakistan)**  
The Company provides Quality Assurance to Belkin Network Devices such as Wired/Wireless Routers, Switches, Wireless LAN Cards, Skype Phones (Wired/Wireless), Home Base USB Devices etc.

**Job Responsibilities:**

* To test the networking devices with different methods and find issues.
* To create a test plan i.e.; how to test different devices.
* To verify whether the router or other devices under test meet the benchmark set by the company.
* To Perform Complete Testing of Router from Hardware to Software.
* To check performance of Belkin Express Notebook Cards, PCMCIA Notebook Cards, Desktop Wireless Cards and USB cards
* To check the max data throughput of these cards when connected to the Belkin or other brand
* Router in different wireless modes (b, g, n and a).
* To Test the compatibility of these cards with different versions of Belkin routers on different OS.
* To verify different functions of the routers, work as expected by the user.
* To Manage LAN Infrastructure and troubleshoot the problem if diagnosed.

**Certification**

**Hikvision CCTV/IP Cameras Certified Program**

**HCSA – Hikvision Certified Security Associate [Valid up to Jan-2020]**

Certificate Number: HCSA-092017-0092-03-4173

* Passed the Examination of Hikvision HSCA Program of Advance CCTV / IP Cameras.

**DELL EMC Partner Program**

**Data Center Networking Credentials 2018**

Certificate Number: HTMHTBMRDBEQ13SS

* Passed the Examination of Dell Data Center Networking 2018.

**DELL EMC Partner Program**

**Campus Networking Credentials 2018**

Certificate Number: Q63HT456JJ4E12GF

* Passed the Examination of Dell Campus Networking 2018.

**TRAININGS**

**C# ASP.NET - Software Development Course [Nov’14 – Feb’15] -** Software Development Course to create Desktop & Web Based Applications from ORASOFT Training Centre.  
 **MCSE & Networking -Server 2008 Training [June’12 – Sep’12] -** Microsoft Certified Security Essential course from HMCA (Affiliated with Skill Development Centre, Karachi)

**INTERESTS**

* Excellent Interpersonal and Good Communication skills
* Team player, highly productive in tough deadlines.
* Time flexible, dynamic and adaptable with diverse culture
* Able to set priorities and handle multiple tasks at a time.
* Good in English (Speaking, Writing, Reading and Listening)

**PERSONALS**

* Marital Status # Married
* Son of # Farooq Siddiqui (Late)
* N.I.C. # 42201-7914937-5
* Health. # Good
* Nationality # Pakistani
* Passport # DC5469372
* Date of Birth # 18-July’1984

**REFERENCE**

Will be furnished upon request