****Engr. Atiq -Ur-Rehman**

*PEC Registration #* ***COMP/8635***

Address: CB-320 Abu Talib Road Lalazar Colony Wah Cantt

Contact # 03315269010

Email: [atiqrehman41@yahoo.com](mailto:atiqrehman41@yahoo.com)

## Skype: atiq.ur.rehman50

## **OBJECTIVE**

Experienced and results-oriented Network Professional, seeking a challenging position in the field of ICT, especially in System and Networks.

## **PROFESSIONAL EXPERIENCE**

**IT Service Desk Analyst (March 2015 to Present)** *Pakistan Services Limited (Hashoo Group)*

**Job Responsibilities**

1. Installation and troubleshooting of user system, including Desktop, Laptop, Mac book, LAN, and Remote systems.
2. Database backup of PCs, Workstations, and Laptops by using image technologies.
3. Installation and troubleshooting of Micros-Fidelio Financial (SUN Systems) client.
4. Installation and troubleshooting of Oracle 6i reports & Forms, Oracle 9i clients
5. Log incidents, Requests, Interactions into Service Desk Systems **(*SysAid Software*)** and (***Solar wind Web Helpdesk*** ) Software for 300 employees and managing user end complaints, hardware requirement, User Inventory, service desk task reports and tickets through this software
6. Participate in different projects to enhance the support service for end-users.
7. Perform health checks of different HO resources such as printers, photocopiers, projectors, board rooms, Scanners, Attendance Machines, etc.
8. Deployment and managing MS office 365 portal with all applications for both user and Administrator end.
9. Deployment and managing of Cloud base Sophos Antivirus user end and web portal.
10. Deployment and managing of Active Directory, DHCP, DNS and its AD manage engine, audit reports.
11. Deployment and managing of Store Easy Server for data backup.

**System Support Engineer (April 2013 to Feb 2015)**

*Net-21 (Private) Limited (Hashoo Group)*

**Job Responsibilities**

1. Installation and troubleshooting of user system, including desktop, laptop, LAN, and remote systems.
2. Installation and Raid configuration of Windows server 2003 and 2008.
3. Database backup of PCs, Workstations, and Laptops by using image technologies.
4. Coordinate and negotiate with vendors for equipment procurements.
5. Installation and troubleshooting of Micros-Fidelio Financial (SUN Systems) client.
6. Installation and troubleshooting of Oracle 6i reports & Forms, Oracle 9i clients.

**Customer Relation Offier (2012)**

*Telenor (Contact Center) Sybrid in Lakson Group Companies.*

**Job Responsibilities**

1. Managing of different company’s software application e.g. FCA TRACKER, SIEBEL.
2. Planned routine work and create day-end reports.
3. Arrange ASM and PSM to discuss the daily work agenda.

**IT Internee 2011**

Wah Nobel group

## **TECHNICAL QUALIFICATION**

**Trainings**

* Installation and deployment of Windows 10 Microsoft onwire
* Train the trainer Islamabad Marriott
* Microsoft Server 2012 R2 Microsoft onwire
* ITIL Foundation Business Beams

**CCNA** Corvit Islamabad

* + Configuration of Cisco routers and switches.
  + Design, calculate and implement network & subnets addresses.
  + Configuration of different protocols of routers and switches like OSPF, Protocols etc. and implementing and Designing the LAN Topology.
  + Configuration of LAN and WAN networks

**MCSE (Microsoft Server 2012 R2)** Corvit Islamabad

* + DHCP, DNS, DHCP high availability, Hashing Algorithm.
  + Scavenging, Zone file, Cache, Forwarder or Conditional Forwarder, Roots Hints and Stub Zone. Active Directory Domain Services, Global Catalog, Hyper-V.

**Certification:-**

**Microsoft Certified Solutions Associate (Office 365)**

*Microsoft Certification ID:* ***11484053***

**Information Technology Infrastructure Libraries (ITIL***)*

*ITIL Foundation (2011) IT Service Management*

*Certification Number:* ***GR750379736AR***

**Hashoo Group Projects**

1. Deployment of Micro Finance Fidelio Software Installation and Configuration.
2. Deployment of Microsoft Office 365 for all Hashoo Hotels and Corporate office.
3. Deployment of Sophos Antivirus Endpoint Protection for all Hashoo Hotels and Corporate office.
4. Deployment of Centralize Business Cam Card Application.
5. Deployment of Solar Wind Web Helpdesk Software.
6. Deployment of Store Easy data backup server for all Hashoo Hotels and HO.

**Hashoo Hotels Project**

**Pearl Continental Hotel Bhurban, Muzaffarabad &Gawadar**

1. Configuration of Hardware Raid with auto hot spare hard disk.
2. Installation of window servers 2012 R2 through intelligent provisioning,
3. Installation and configuration of Hyper –V Role, Virtual Machines, AD DS Role, DHCP and DNS Server, Load Balancing.
4. Configuration of HP Store Easy Server and Storage Pool, Raid, Virtual disk and Volume.

## **ACADEMIC QUALIFICATION**

2007-2011 BS Computer Eng. (IT & Networks) CIIT Wah Cantt

2005-2007 Intermediate (FSC Pre- Eng.) Sir Syed College Wah Cantt

2003-2005 Matriculation Federal Board

## **Personal Information**

## **Father’s Name:** Muhammad Shabbir

**Date of Birth** 30-10-1988

**NIC #**  37406-8140674-3

**Marital Status** Married

**Religion** Islam