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| Personal Information |

**Date of Birth**: 30th Jan 1990 **Nationality**: Pakistani

**C N I C: 35202-1803226-7**

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| Introduction |

I have more than 9 years of extensive Customer Services, Call Center & IT Infra ops experience within telecommunication & banking industry and currently I am serving in The Bank of Punjab as Data Center Engineer!  
A proactive, dependable and seasoned professional and a very good team player with below mention the extra abilities of working experience.

###### Technologies Expertise

* Storages DELL EMC unity, VNX 5300, IBM DASS 3300 & JBOT
* Unified computing solutions CISCO USC 5108 M4 & M5 Blade series
* Backup Infrastructure VERITAS Net backup, Veeam, EMC Networker
* Server infrastructure Red hat 6.0 to 7.0 UNIX Solaris10,11, 2008 to 2016
* Virtual infrastructure VMARE ESXI 5.0 to 6.5 Vcenter administration Hypervisor
* Cloud infrastructure AWS Amazon services EC2, VPC, ELB, S3,
* Hardware infrastructure DELL series R740, 730,720,710, 410,420. HP DL 780 Oracle. OracleSparc T5,

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| Certifications & Participation Awards |



* HCNA Routing & Switching ( Huawei certified network associate)
*  CCNA Routing & Switching (Cisco certified network associate) **Certified**
*  CCNP Routing & Switching (Cisco certified network professional) **Trained**
* Cisco Net Cade academy program (2015) **Certified**
*  MCSE (Microsoft Certified Solutions Expert) **Training Only**
*  Certificate of Accreditation Configuration Engineer PAN-OS 7.0 version
* Participate in **Corporate grooming** session held at HBL Learning & Development (2013)
* Participate in corporate **Microsoft excel session** held at HBL Learning & Development (2014)
* In house training and completion **Introduction to Cyber security** at MCB Islamic bank (2017)
* In house training and completion of **Service Excellence** held at MCB Islamic Bank (2017)

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| Specialize In |

* “**CRM** System for reporting Customer Complaints
* Solar wind, Manage Engine, Helpdesk Engine, Command line interfaces & GUI base Tools
* System used in HBL, **MYSIS, Iris CRM, Avaya CMS Supervisor 6.5**
* Research and diagnose
* Trouble shooting
* Ability to handle pressure and team building

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| Skills Group & Field of interest |

* Network & system administration (ip core, data centre, NOC)

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| Academic Education |

* Bachelors in commerce & Information Technology (2011)

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| Work Experience |

* **The Bank of Punjab June 2018 to till date** 
  + Data Centre Engineer at Bank of Punjab ITG department
* Managing BOP (Bank of Punjab) Data Centre Primary and DR sites Hosted site
* Responsible for Data Centre network connectivity and proper operations
* Installation/Configuration/Managing Linux/Solaris and Windows servers (remotely and locally).  
  Managing a diverse server farm of Linux/Unix/Solaris and Windows Operating Systems on HP, IBM, Dell, Huawei
* Disaster Recovery & Datacentre Migration (P to V migrations)
* Mounting & dismantling of IT equipment& systems (including Servers, SANs, Firewalls, Switches & Routers, power system & system x
* Installation, configuration & administration of VMware ESXi and managing the Virtual Machines through VMware Vcenter Server

• Creations of Virtual Machines  
• Resource management   
• Migration V motions   
• Migration OVF management   
• Local data stores management (VMFS)  
• DCUI management   
• Host up gradation (ESXI)

* Manage online Virtual machines backup using Veam Backup & Net-worker backup and provide recovery as needed.
* Create manage and monitor Test, UAT, & production Infrastructure
* Complete inventory management & capacity planning Rack wise, storage wise & platform wise   
  Monitor and manage SAN to SAN replication PR to DR data centre EMC recover point administration
* Managing EMC Unity 300 VNX and DAS storage on Primary and DR Datacentres using FC protocol using Brocade SAN Switches for UCS solution
* Managing Cisco Unified Computing Services using Cisco Blade B-200M4 in Cisco 5108 Chassis.
* Administering users’ Email/Domain accounts in Active Directory (MS Exchange 2016)
* Manage Nationwide BOP internet privilege access as per user requirement on PROXY server (barracuda Web security appliance 910)
* **MCB ISLAMIC BANK Nov 2016 to June 2018** 
  + Promoted as IT NOC **(Network Operations Center)** officer at Mcbislamicbank IT infrastructure and operations department 339 Z block DHA

**Major responsibilities**

* Administrate the network having more than 700 users, having 71 branches include all back offices. Investigate user and network problems, identify their source, determine possible solutions, test and implement solutions.
* Establish and perform maintenance programs following company and vendor standards.
* Monitor network performance and nationwide connectivity of branches, collection offices, DR Site and Head office by using Orion NPM.
* Interconnecting cities of branches with GPON, conventional Fibber, WiMAX, DSL, and VSAT connectivity.
* Network Administration (Link commissioning/Monitoring/Trouble- shooting)
* Remote Technical support (LAN & WAN)
* Responsible the branch core banking communication with hosting PR & DR **Data Center** sites
* Coordinate with PTCL, ‘CYBERNET, Wateen, and Multinet for troubleshooting and problem resolving with minimum time to improve services and maintain lower downtimes.
* Monitoring, analysis 71 branches include all back offices nationwide with Solar winds Orion NPM 9.5.0 NMS and reporting directly head of networks.
* Management, Monitoring of Core and Perimeter Routers/Firewall
* ATM monitoring and immediate response to ADC department's complaints and issues regarding ATM operations. Communication with concerned teams to identify the issues and escalate to concerned team. Follow up for early restoration.
* Review of Network Operations, escalation of critical issues to Line Manager. Seek guidance and advice for outstanding matters
* Prepare Network Reports and network data as required for any analysis by management
* Participate in Network Performance review meetings and escalate critical matters to higher management requiring support
* **MCB ISLAMIC BANK 10 Feb 2016 to Nov 2016**
  + Working experience as system and network support engineer at Mcbislamicbank IT infrastructure and operations department 339 Z block DHA

**Major responsibilities**

* CBS 8.5 and Flex cube (core banking) implementation **Support** to facilitate the MCBIBL branches
* Directly coordination with core network team and resolution provide at branch infrastructure
* Providing complete IT support to ADC business and operations team
* Providing **Support** the Branches online/offline Network issues.
* Installation & configure computers, client software, network interface cards and peripheral devices & troubleshoot hardware /software problems involving operating systems, workstations, network, printing , office productivity tools and business applications namely the Email, Directory, File, Print and Portal Intra/Internet Services etc. in coordination with **IT** department
* Completely coordinate with Vendors &Internal Departments/Units to trouble shoot operating system Issues.
* Participates and assists in testing and installation of new products, updates or upgrades on client machines. Involvement in implementation for new projects on need basis
* To facilitate and **support** Video/Audio Conferences & Multimedia arrangements for meetings on need basis.
* Implementation expertise of client side SAP, Oracle EBS, IRIS
* Resolution provide on help desk ticket and timely respond to back offices and branches
* Providing support on Cisco IPT products to back offices
* **Global Institute FPR Campus 7 Sep 2015 to 8 feb 2016**
  + Working experience as a System & Network administrator in GLOBAL university at FPR campus

**Major responsibilities**

* Designing local area network in GLOBAL University
* Managing Dell NF 600 server & controlling computer lab with DC on server 2008 R2
* Managing Cisco Switches (2950 & 2940) with cisco SD 208 hubs in campus
* Controlling Microsoft forefront TMG proxy server
* Controlling more than 500 user on domain including staff and students
* Fix local and systematic related issue
* Managing CCTV setup
* Deployment of VDSL service from PTCL 20 Mbps
* Introduced the VMWARE and deploy the ESXI 5.0 virtualization expertise
* **HBL Contact Centre Operation 13 Aug 2014 to 3 Sep 2015**
  + Promoted as a Quality assurance analyst & IT support in Phone banking department

**Major responsibilities**

* Hourly monitoring voice data base record
* Applications related issue escalated to Karachi ADC IT team
* Managing AVAYA IP phone configurations and troubleshooting
* Managing Local area network issue
* IVR tree monitoring
* Managing UNISON application password resetting access
* Transaction verification from CTL & IRIS
* Managing desktop related issue
* Managing quality assurance and fraud & hot issue log as per management requirement