



Muhammad Waqas Khan

NETWORK AND IT SUPPORT

PERSONAL SUMMARY

Business-Oriented Network Engineer 5 years of experience in supporting server environments. Determined and focused in managing network infrastructure and optimizing environment while reducing redundancy. Considered an expert in troubleshooting complex problems and reaching innovative solutions while adhering to rules and requirements of project scope. Dynamic team player when interfacing with other staff members, vendors and end-users.

WORK EXPERIENCE

FUNSOL TECHNOLOGIES Pvt Ltd – GullbergGreen, Isb

NETWORK ADMINISTRATOR 24 March 2021 – 30 APR 2023

Responsible for working as part of a team that is continually improving the way it delivers its IT and networking services.

Duties:

- Advising on the purchase of networking software, hardware and other IT supplies.
- Acting as the technical escalation point within the networking team.
- Prioritizing and troubleshooting complex network and systems issues, ranging from low-level hardware right through to application level.
- Giving quality feedback and service to customers at all times.
- Providing network support to complex WAN and LAN networks.
- Completing hardware implementations, upgrades and repairs.
- Securing network systems by enforcing policies and monitoring access to them.
- Installing and improving network equipment.
- Responding to enquiries in a professional and timely manner.
- Providing 1st Line Network Support to resolve complex faults on a 24/7 basis.
- Liaising with third party partners and suppliers to ensure that faults are resolved within the correct time frames and to agree SLA's.
- CCTV cameras (BNC/IP) and DVR, NVR installations and maintenance.

Qarshi Industry (Pvt)-Hattar Network Administrator Sep 2015 – Aug 2016

Al-faisal Mall - Haripur Network Administrator Aug 2016 – Mar 2017

Pocket Club – Rawalpindi Graphics Designer Apr 2017 – Sep 2017

Noble Steel Mill (Pvt) – Hattar IT-Support Engineer Jan2018 – Dec2019

KEY SKILLS AND COMPETENCIES

- Always ready for the unexpected.
- Thrives in an environment where the pace is fast and deadlines are tight.
- Can effectively manage own time during busy spells.
- Proven track record in supporting large network estates.

ACADEMIC QUALIFICATIONS

University of Haripur 2011 - 2015

BSc (Hons) Computer Science

Jinnah Jam e School and College 2008 - 2010

HSSC (ICS) Computer Science

Trade Testing Education Council 2016-2018

Computer Networking and CCTV Cameras

AREAS OF EXPERTISE

Troubleshooting Network

Firewalls (PF-SENSE)

Network Infrastructure

NAS Storage

MS Exchange Server 2019

VM Ware

MS Active Directory

Data Backup (VEEAM)

LANGUAGES

English

Urdu

Punjabi

Pushto

PERSONAL SKILLS

Proactive attitude

Resourceful

Building relationships

Team player

CONTACT

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