

# Muhammad Awais Noor

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H#p-3156, Punjab, Faisalabad, Pakistan, 380 00

## PROFESSIONAL SUMMARY

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An accomplished and exceptionally proficient expert with an extensive background in Fiber-to-the-Home (FTTH), Computer Networking, Enterprise Network Infrastructure in complex LAN Design, Extra Low Voltage (ELV) systems, and Closed-Circuit Television (CCTV) systems. Implementation and Troubleshooting. Committed to quality and service excellence with excellent problem-solving and analyzing techniques, which meets SLA. Core competencies include:

- Windows OS 7, 8, 8.1, 10, 11
- Microsoft Server
- Cisco Switching
- Firewall
- Network Monitor
- Problem Resolution
- Email Servers
- FTTH (OSP/ISP services)

## WORK EXPERIENCE

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### Senior Transmission Engineer

May 2017 - Present

Nayatel • Faisalabad, Pakistan

#### Managed services | Network Support:

- Supervise, Manage, and Maintain the Network Infrastructure Operations.
- Independently handling the Faisalabad Office Network devices and providing remote support to the other location's Network devices.
- Installing and configuring Cisco Switches as per the user/project requirements.
- Monitoring support for Huawei Firewall in terms of alerts and fixes.
- Allowing the USB, Website Access & Bluetooth access in Huawei firewall based on user requirement.
- Providing and restricting Corporate and Guest Wireless access as per business requirements (Wireless Router Tp-Link Omada Controller).
- Windows OS Installing and configuring with Microsoft Office.
- Installing and configuring Huawei Firewall and moving to user particular group that add the user to a particular VLAN Group.
- DHCP and DNS troubleshooting.
- Reliving Users Disable account and move to Block users in active directory.
- Create Group policy in the active directory and segregate the end users and right permission as per the requirement.
- Weekly and Monthly Switches and Firewall Backup.
- Planning and undertaking scheduled maintenance upgrades.
- Implementing the Change Request with proper CAB and business approvals.

- Documentation and addressing day-to-day service requests (change requests/Work orders, service incident requests) on the Gears Ticketing portal and ensuring SLA levels are met.
- Joining the troubleshooting calls with customers/users for any network-related issues.
- Single point of contact for all the switches, servers, firewalls, and wireless-related issues.
- Resolving issues through remotely and physically.
- Investigating, diagnosing, and solving computer software and hardware faults.

#### **Transmission Operation and Complaints Dept:**

- Troubleshooting of WAN and LAN network
- Technical support to clients
- Troubleshooting of the L1 network (Fiber Optics, Cat cable, and RG cable)
- Troubleshooting of Slow internet DNS and Website-related issues. Voice and Cable TV-related issues.
- Tools used for TS (OTDR, Power meter, RF meter, Tone Tester, LAN tester, Fiber locator, VFL.
- Splicing uses Fujikura 80s and 90s Machine
- Troubleshooting of both UG and Ariel networks.

#### **Transmission Installation department:**

- Deployment of Fiber-to-the-Home network
- Deployment of different cables i.e. RG cable CAT cable and Fiber Optics
- Provision of Internet, Cable TV, and Voice services
- Configuration of CPEs (ONT, Router, NVR, DVR, Camera) □ Prepare Work Progress report
- Achieve deadlines
- Data racks installation
- Establish methods to meet work schedules and coordinate work activities with other departments or subcontractors
- Train or arrange for the training of workers
- Ensure standards for safe working conditions are observed
- Prepare work progress reports
- Also supervise, coordinate, and schedule the activities of related apprentices, helpers, and laborers.

## **EDUCATION**

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### **High School Diploma**

Punjab Board of Technical Education • Faisalabad, Pakistan

Jul 2013 - Jun 2016

## **SKILLS**

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- Presentation
- Organizational
- leadership
- Excellent Communication Skills (Urdu, Hindi, Punjabi, English)
- Trainer

- Problem Solver
- Fast Learner
- Team Leader
- CRM (Customer relationship management)
- Excellent customer service
- HRMS
- MS Office (Word, Excel, PPT, Outlook)
- Computer hardware
- Computer networking
- Values and ethics
- Time management
- Network Support
- Efficient interpersonal skills
- Organizational skills
- Network management

## PROFESSIONAL CREDENTIALS

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- Basic FTTH
- Cabling and Ducting
- Complaints onboarding Ticket and customer handling skills
- Foundation of Project Management by Google
- Google IT support
- IELTS (British Council 5.5\_Band)

## VOLUNTEER WORK

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### Assistant Technician

Aug 2016 - May 2017

Laptop Inn • Faisalabad, Pakistan

I have worked in the computer market where I learned about customer dealing and basic troubleshooting of Laptops and Computers.

## AWARDS AND HONOURS

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<b>Best customer service award</b>	2018
<b>Shining Star</b>	2018
<b>Shining Star</b>	2022