Rafi Ullah Khan

BSc Telecommunication Engineering
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CAREER SUMMARY

More than Five years' progressive professional experience in developing, coordinating and managing multiple projects simultaneously as Telecom and IT Support Engineer in leading companies. Proven ability to maintain confidential information in a fast-paced environment. Proficient in English, Urdu, and Hindi with considerable experience working with people from diverse backgrounds.

EDUCATION

- ❖ **B.Sc Telecommunication Engineering (2010-2014)**
- ❖ **Higher Secondary School Certificate (2008-2010)**
- ❖ **Secondary School Certificate (2006-2008)**

TRAININGS AND CERTIFICATIONS

- ❖ **CCNA Training**
- ❖ **Microsoft Office (Word, Excel, PowerPoint, Outlook)**
- ❖ **3G/LTE Network Overview and Deployment.**
- ❖ **Introduction to GSM, Network Architecture, and evolution to 3G Mobile Networks.**
- ❖ **Network Security Expert (NSE 1) Certified from Fortinet**
- ❖ **Network Security Expert (NSE 2) Certified from Fortinet**

PROJECTS SUMMARY

- ❖ **DC Power supply and Inverter**
- ❖ **Configuration of a DHCP Server using Packet Tracer**
- ❖ **Implementation of Grasp Movement with One Degree of Freedom Using EMG Signals**

ACHIEVEMENTS

- ❖ **Got top position in 1st, 2nd and 3rd semesters during graduation and was awarded scholarships.**

WORK EXPERIENCE

IOT Controller at Etisalat, Dubai.   **Dec 2020 to Present**

- ❖ Tickets' creation using Comarch FSM.
- ❖ Assigning and respective technical tasks/tickets to technical field staff using FSM.
- ❖ Updating the Incident Details on ITSM platform Remedy
- ❖ Report Creation of all the tasks created and assigned on a daily basis.
- ❖ Routers and Access Point Installation
- ❖ Installation and troubleshooting of devices like PVR, Routers, Telephones, ONTS on GPON network
- ❖ Resolving Dockets (Customer complaints) and SRs (Service Requests for new Etisalat eLife connections)
- ❖ Handling tasks over digital platforms/apps like FSM Mobility, eNRM, FTA etc.
- ❖ Optical fiber and LAN cabling at customer premises
- ❖ Fiber splicing and LAN Patching

Computer Network Technician at Juma Khalfan Transport, Abu Dhabi.   **Jul 2019 to Dec 2020**

- ❖ Manage shared folder and devices through permission (Synology NAS)
- ❖ Desktop, Laptops, Scanners, Basic Network & Telecom units hardware troubleshooting and taking corrective action in the shortest possible time.
- ❖ Identifying reported PC operating system issues including Network, Printing, Scanning, Internet Access, etc. and resolving them quickly.
- ❖ Providing MS Office support (Word, Excel, PowerPoint) to users for functionality, usage and data backup/restore

- ❖ Provide support to end-users for both Software and Hardware.
- ❖ Data Backup of all users
- ❖ Local and Network Printer configuration, troubleshooting
- ❖ Internet & LAN (TCP/IP) configuration and troubleshooting
- ❖ Routers and Access Points' Configuration and Troubleshooting
- ❖ Unmanageable switch troubleshooting
- ❖ Software troubleshooting and update
- ❖ LAN cables and Patch Panel installation
- ❖ Manage Antiviruses (Avast, MacAfee, Microsoft Security Essential)
- ❖ Inventory management and Issue of H/W, S/W, and accessories to users
- ❖ Organizing meetings on Zoom Client for Meeting, Amazon Chime
- ❖ RAID 0, RAID 1, RAID 5, RAID 6 and RAID 10
- ❖ Windows Server Installation (2016) and Configuration (Entry Level)
- ❖ Office 365, User Addition, Update, Deletion, Reset, Calendar Sharing over Outlook
- ❖ ADDC, DNS, DHCP Installation and Basic configuration (Entry Level)
- ❖ Creating, editing user accounts, contacts, OU, Groups, GPOs in Active Directory
- ❖ Creating and editing permission of shared folders
- ❖ Data management, Documents controlling and Admin related activities

Associate Engineer at Hamza IT Services Pvt. Ltd.   **Dec 2014 to Jul 2019**

- ❖ Monitor the performance of the computer systems and resolving issues as they arise.
- ❖ Provide technical support for software reconfiguration to aid in function customization.
- ❖ Test software performance throughout the desktop network to ensure peak performance.
- ❖ Install computer hardware and software on desktops to keep the versions up to date.
- ❖ Initiate and complete Microsoft Windows server operating system updates.
- ❖ Responsible for the maintenance and troubleshooting of router issues to maintain network functionality.
- ❖ CCTV system designing, planning and installation.
- ❖ DVR/NVR and IP Cameras configuration.
- ❖ Configuration and programming of Video Storage Devices for CCTV System.
- ❖ Design, installation, testing, and commissioning of structured cabling.

Skills & Abilities

TECHNICAL SUPPORT SKILLS:

- ❖ OS installation:
  Win Server 2016, Windows 7, 8 and Windows 10.
- ❖ Assembling, hardware up gradation troubleshooting, Windows maintenance, dual booting, upgrade & update the windows
- ❖ MS outlook configuration
- ❖ Disk Management
- ❖ Printer and Scanner installation and troubleshooting
- ❖ Antivirus update & virus protection
- ❖ Troubleshooting of hardware and OS
- ❖ TCP/IP Configuration, Internet Maintenance, Basic Networking
- ❖ Remote desktop configuration and remote assistance using Any Desk and team viewer.
- ❖ Windows Backup and Restore.
- ❖ Sharing folder, sharing device & Printer.
- ❖ NAS Installation and Configuration (Synology NAS DS420+)
- ❖ RAID 0, RAID 1, RAID 5, RAID 6 and RAID 10
- ❖ Creating and assigning tickets on Spiceworks (Help Desk)

Networking Support Skills:

- ❖ Basic Networking, peer to peer, Map drive, Data sharing
- ❖ TCP/IP Configuration, Smooth running internet, Internet Maintenance
- ❖ Basic Network troubleshooting
- ❖ Hardware Installation, Maintenance & trouble shooting
- ❖ Cabling, patching, and LAN troubleshooting

Software's Skills:

- ❖ Microsoft Office (Word, Power Point, Excel)
- ❖ Office 365 and Visio
- ❖ ComArch FSM Ticketing System
- ❖ ITSM (Remedy)
- ❖ Spiceworks
- ❖ VM VirtualBox
- ❖ VM Ware (Entry Level)
- ❖ TEMS Investigation
- ❖ Map Info
- ❖ Team Viewer, Any Desk
- ❖ Zoom, Amazon Chime, Teams
- ❖ AutoCAD (Basic Level)
- ❖ Active Directory Domain Controller (Entry Level)
- ❖ MS Azure (Basic Knowledge)
- ❖ Oracle OCI Foundation (Basic Knowledge)

LANGUAGES

- ❖ English - Fluent
- ❖ Urdu - Fluent
- ❖ Hindi - Fluent
- ❖ Punjabi - Fluent
- ❖ Pashto - Fluent

Personal Detail

- ❖ **Father Name:**   **Aziz Ullah Khan**
- ❖ **Date of Birth:**   **15/10/1993**
- ❖ **Nationality:**   **Pakistani**
- ❖ **Religion:**   **Islam**
- ❖ **Marital status:**   **Single**
- ❖ **Passport #:**   **YS4126572**

REFERENCE

Will be furnished on request.