

Muhammad Zareef Ahmed

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CAREER OBJECTIVE:

Seeking a fulfilling position as System Support Engineer / System Administrator and support of all IT needs that offers growth opportunities and allows me to utilize my leadership skills and experience.

CAREER PROFILE/SKILLS:

- Excellent teamwork and communication skills.
- Practical problem solving skills and solid trouble shooting skills.
- Remarkable experience in supporting system applications in an IT environment.
- Expertise in Internet applications such as web browsers and e-mail.
- Proficient with Microsoft Office applications, Outlook and MS Office and Help Desk call tracking systems.

PROFESSIONAL WORK EXPERIENCE:

Organization: Pak Qatar Family Takaful Ltd.

Tenure: December 2018 to date

Designation: IT Support Engineer

Responsibilities:

- Ability to work independently and in a team environment.
- Managed to provide backup support to the Senior System Administrator or the Help Desk Manager.
- Windows Installation(7/8/10), Printers, Scanner, Standard Software Installation and Troubleshooting.
- Zimbra/Outlook Email Configuration and troubleshooting.
- Maintain Documentation for Suppliers/Vendors.
- Microsoft Windows Server 2008/12 Installation and configuration, Active Directory (Users, Computers Policies).
- Antivirus (Symantec, McAfee) Installation and Troubleshoot.
- Desktops, Laptops hardware troubleshooting and diagnosing.
- Access Points configuration & Troubleshooting, Network Troubleshooting.
- MS. Office (Word, Excel, PowerPoint) configuration and troubleshooting.
- Servers Backup, Restore, Maintenance, Patch Panel and Network faceplate fixing.

Organization: Pearl Continental Hotel

(Hashoo Hotels)

Tenure: October 2017– July 2018

Designation: System Support Engineer

Responsibilities:

- Assisted users in resolving hardware and software problems.
- Performed daily administrative server functions including back-up, recovery, disk space management, configuration, installation and up-gradation.
- Managed to provide backup support to the Senior System Administrator or the Help Desk Manager.

- Provided patch management and service pack installation for all servers.
- Created data backup and restored services on all servers.
- Administered termination and transfer after personnel action notices.

Organization: Mobilink Telecommunication Company
(Mobilink Call Center)
Tenure: March 2014 – September 2014 (Evening Shift)
Designation: IT Help Desk Support Engineer
Responsibilities:

- Administered troubleshoot and corrected network problems accurately.
- Upgraded operating system and installed standard applications.
- Managed to install, configure and maintain local and wide area network.
- Assisted the customer in monitoring and troubleshooting hardware and software issues.

Organization: NLC Pearl Precast (Pvt.) Ltd
(Concrete block making factory)
Tenure: September 2013 – July 2015
Designation: IT Support Engineer
Responsibilities:

- Receive and record technical and/or application support calls from end users.
- Ability to communicate well with internal and external contacts.
- Ability to work independently and in a team environment.
- Support the following technologies: Microsoft Office 2007 – Outlook, Word, Excel, Access, Internet Explorer, Windows 7/8, desktops, laptops, printers, networked copiers, basic LAN/WAN connectivity and others as assigned.
- Ensured to maintain asset inventory in Excel Sheet.
- Monitor daily backups.

ACADEMIC EDUCATION:

<u>DEGREE/CERTIFICATION</u>	<u>EXAMINING BODY:</u>	<u>YEAR</u>
Master of Philosophy in Computer Science	Preston University, Islamabad	2017
Bachelor of Science In Information Technology	PMAS , Arid Agriculture University, Rawalpindi	2013
Degree of Associate Engineer(DAE 3 Year)(IT)	KRL Institute of Information Technology (Kahuta)	2009

PERSONAL INFORMATION:

Father's Name : Shahjahan Ahmed
Date of Birth : 20-06-1989

CERTIFICATIONS:

- 1.Red Hat Certified System Administrator(RHCSA).
- 2.HCIA-Routing & Switching

REFERENCE:

Reference will be furnished on demand.