



Shahab Ahmad Shah

Routing Switching | Switching | LAN / WAN | Management time |
| Troubleshoot | TCP/IP | DHCP | DNS | Active directory | Quickly Learn New
Technology | CCTV installation / Configuration |

1.1 PROFILE SUMMARY

Develop to work in a challenging environment in any government and non-government organization for career growth through sincere, achievement and skill and where evaluation is based on performance and where is an equal chance of career development. Seeking an opportunity in the IT field especially in Networks in a challenging environment.

1.2 KEY SKILLS

- Level 2 personnel take queries from Level 1
- Create tickets for level 2 support
- Subnetting / DHCP / DNS / TCP/IP
- Ability to work under pressure
- Hands-on experience basic troubleshooting
- CCTV Configuration and cross functional teams
- Hardware maintenance and
- Ability to set up hardware and software installation
- Basic Computer troubleshooting

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1.3 LINKEDIN:

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1.4 DIVERSIFIED INDUSTRY EXPERIENCE:

1.5 PTCL

1.6 Corelinks

2 ACADEMIC BACKGROUND

• Cisco Certified Network Associate (Enterprise)

- Date certified: Sep 9, 2021
- Valid through: Sep 9, 2024
- Cisco ID No: CSC014047874

3 CCTV Installation & Configuration

• Higher Education

- Leeds College of Science & Arts, Faisalabad Peshawar City (April 2015)

❖ Computer knowledge

- MS Office (Word, Excel, Power point, Access & Outlook)
- Virtual box Knowledge
- Hardware & Software
- Routing & Switching
- Office 365

4 WORK EXPERIENCE

1). IT Support Engineer | IT Technical Support | Technical Support Technician | Technical Management Skills | CCTV |

First and 2nd level IT support to end-users (hardware & software) for connectivity. Hands on experience of LAN / WAN IP address DNS / DHCP. CCTV installation and Configuration.

4.1.1 Feb 2020 till Sep 2021 (Roles and Responsibilities)

4.1.2 IT Support Engineer

- Depth troubleshooting and backend analysis.
- Working closely with complex and cross functional teams
- Software and Hardware, installation issues, and setup.
- Quick resolution for small task
- Ability to think, and imagine solutions to problems
- Maintain, customize, and track the device and email application for virus protection.
- Coordinating Access to the use of computer Network
- Plan, install and test network device, hardware for computer, and device for operating systems.
- Troubleshooting, diagnosing and solving hardware, software and other issue.
- About network hubs, cables, and switches that are known to be the hardware blocks of any Network.

4.2 PERSONAL

INFORMATION:S

MARITAL STAU:

Married

4.3 PASSION + HOBBIES:

Hiking

Watch cricket

Technical support Technician (2019)

Comprehensive control (corelinks)

Daily Operation of technical support to end-users (hardware & software) through the SD system.

Handle some Active Directory service, Upgrade and integrate local services with branches.

Work with the Network team access.

Technical support And Management Skill

- Setup, diagnose & maintenance hardware and Software including connectivity issues.
- Install troubleshoot and administrate Printers
- Experience in LAN operation and infrastructure.
- Effective Knowledge of Network protocol and basic services including TCP/IP, DHCP, Wi-Fi, and DNS.
- Provide recommendation to management for improvement regarding desktop and application management.

Project:

Ptcl IP Phone

Work on installing the phones, troubleshooting and solve user connectivity, documentation the extensions (add, modify delete) setup the infrastructure LAN.

Computer knowledge

MS Office (Word, Excel, PowerPoint outlook)

- VirtualBox
- Hardware & Software
- Troubleshooting
- Active Directory
- Office 365

4.4 SINCE

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