

AKHYAR AHMAD



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Seeking challenging assignments in the field of Information Technology and Networking to leverage experience and expertise with an organization of repute.

SUMMARY OF QUALIFICATIONS

An accomplished and competent **Computer Engineer** offering **13 years** of experience (**13 Years in Pakistan**) in the field of **Networking and Network Management of ISP and Corporate sectors**. Successfully completing project life cycles within budget and time baselines, managing teams, providing technical expertise and leadership to Engineering, & IT Projects.

- Categorize customer complain with initial troubleshooting steps and isolate customer network issue if any.
- For network related issue identify, Fiber optics/Media status, L/2 and L3 connectivity status and identify cause of complain.
- Complaints logging, maintaining status, complaint resolution and proper closure.
- Perform L2 and L3 troubleshooting and classify problem category.
- Installation and Configuration of Broadband Router, Wireless Bridges, Firewalls, VPN, WLAN, and Wi-Fi Zone.
- Ensure maximum possible service availability and performance Provision customer network services on core equipment.
- Responsible for designing, installing, and maintaining the communications, file sharing, and general IT resources used by the organization.
- Installing new software and hardware in NOC and client end (server, switches, routers, computers, workstations, etc.)
- Onsite support with experience in Helpdesk(Manage Engine)
- Managing workstations and data center operations (including tape management)
- Experience on Inventory maintenance software Manage Engine Service Desk Plus.
- Experience on Acronis True Image for full system backup and Disaster Recovery.
- Experience with Windows Active Directory, DNS, Remote Desktop, Networking, Fortinet Firewall, NAS, Microsoft office 365 and VOIP (Avaya IP office R8 Manager).
- Experience on STARWATCH iTDC PRO for management of RFID and Biometric ACCESS control System.
- Experience on DVR Samsung SRD-1653D and NVR Wisenet XRN-2011.
- Experience on Microsoft SQL Server Management Studio 2008 R2 for Weigh soft program, Task Scheduler and support of ERP for finance department.
- Functional Knowledge and Experience of installation troubleshooting of (7/8/10/11) Windows server 2003/2012 AD and MAC. Configuration of Avaya/IP based phones.
- Overseeing the security of all systems, especially the internet using SolarWind and Symantec Endpoint Protection antivirus.
- Technical L1/L2/L3 support to the corporate customer using the wired or wireless network.
- best practices that consistently deliver outstanding results
- Strong interest and passion to work in a multi-dimensional environment and demonstrate excellent communication skills
- Planning future improvement, and suggesting IT solutions to business problems and meets industry standard.
- Monitoring, Supervision of Helpdesk and support service staff.

COMPETENCY MATRIX

- Project Management
- Project Planning & Execution
- Network Management
- NOC Supervision
- Customer Relationship Management
- Inspection Activities
- Team / People Management
- Business Development& Solutions
- Executive Leadership

EDUCATIONAL CREDENTIALS

MS (Telecom & Networks) from Bahria University Islamabad Pakistan in 2013.
B.Sc. Honor (Computer Engineering) from Sir Syed U.E.T Karachi Sindh Pakistan in 2006.

Certifications / Trainings

- Training certificate of CCNA
 - Training certificate of CWNA
 - Training certificate of MCSA
 - Training certificate of Fortinet NSE-1, 2, and 3.
 - Training certificate of Information Security Awareness
 - Training certificate of Cyber Security Self-Paced by (ISC)²
 - Member of Pakistan Engineering council (PAK)
 - Certification of ITIL 4 Fundamentals – Essentials of IT Service Management
 - Certificate in Cyber Security and Its Ten Domains
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PROFESSIONAL EXPERIENCE

Gulf Floor LLC, Abu Dhabi

(26 JAN'2023 _30 May'2023)

IT Support Technician

Overall Key Deliverables;

- Categorize customer complain with initial troubleshooting steps and isolate customer network issue if any.
- For network related issue identify, Fiber optics/Media status, L/2 and L3 connectivity status and identify cause of complain.
- Onsite support with experience in Helpdesk(Manage Engine)
- Managing workstations and data center operations (including tape management)
- Complaints logging, maintaining status, complaint resolution and proper closure.
- Perform L2 and L3 troubleshooting and classify problem category.
- Installation and Configuration of Broadband Router, Wireless Bridges, Firewalls, VPN, WLAN, and Wi-Fi Zone.
- Ensure maximum possible service availability and performance Provision customer network services on core equipment.
- Responsible for designing, installing, and maintaining the communications, file sharing, and general IT resources used by the organization.
- Installing new software and hardware in NOC and client end (server, switches, routers, computers, workstations, etc.)
- Experience on Inventory maintenance software Manage Engine Service Desk Plus.
- Experience on Acronis True Image for full system backup and Disaster Recovery.
- Experience with Windows Active Directory, DNS, Remote Desktop, Networking, Fortinet Firewall, NAS, Microsoft office 365 and VOIP (Avaya IP office R8 Manager).
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- Experience on Microsoft SQL Server Management Studio 2008 R2 for Weigh soft program, Task Scheduler and support of ERP for finance department.
- Functional Knowledge and Experience of installation troubleshooting of (7/8/10/11) Windows server 2003/2012 AD and MAC. Configuration of Avaya/IP based phones.
- Overseeing the security of all systems, especially the internet using SolarWind and Symantec Endpoint Protection antivirus.

Gerry's Group of Companies (Gerry's Information Technology),

(FEB'2013 _ NOV'2022)

Assistant Manager Network Operation Center and Radio Frequency

Overall Key Deliverables;

- Monitoring of corporate sector network.

- Installation and Configuration of Broadband Router, Wireless Bridges, Firewalls, VPN, WLAN, and Wi-Fi Zone.
- Ensure maximum possible service availability and performance Provision customer network services on core equipment
- Responsible for designing, installing, and maintaining the communications, file sharing, and general IT resources used by the organization.
- Installing new software and hardware in NOC and client end (server, switches, routers, computers, workstations, etc.)
- Configuring and supervising of installation of wireless equipment at company premises and also at client premises.
- Physical LOS site survey of the new customer.
- Overseeing the security of all systems, especially the internet using SolarWind and antivirus protection.
- Fixing network faults and network maintenance.
- Technical L1/L2/L3 support to the corporate customer using the wired or wireless network.
- Training staff on new systems.
- Day-to-day admin and monitoring of the NOC network.
- Planning future improvement, and suggesting IT solutions to business problems.
- Making sure all IT meets industry standards.
- Supervising helpdesk staff.
- Maintenance and monitoring of new POPs.
- Coordinate with the planning and scheduling department to ensure milestone dates are understood for each turn over area
- Taking part in the definition of the corrective actions and ensuring correct implementation of the resolution of any non-conformity

Basic Education for Afghan Refugees,

(JUN'11 _ Dec'11)

Household Enumerator

Overall Key Deliverables;

- Work in close collaboration with and report to the Field Supervisor daily.
- Ensure that international and standard ethics and best practices applicable to data collection/research are adhered to at all times.
- Ensure compliance with the guidelines and instructions provided in the Interviewer Manual and as explained/briefed during training. Ensure at all times that data integrity and confidentiality are maintained as per defined policies.
- Develop a complete understanding of the objectives and purpose of data collection and ensure that the correct and intended objectives are duly shared with the respondents.
- Conduct interviews of Afghan household members in rural, urban, and camp communities according to the defined format/template of the household questionnaire.
- Ensure that the required numbers of household interviews are completed on a daily, weekly, and monthly basis, as per the assigned schedule.
- Be responsible for the validity, accuracy, completeness, and reliability of the data collected. Re-collect any data that is found to be inaccurate, incomplete, or unreliable, as directed. Each household member interview must be conducted honestly, in the presence of the respondent, and a respectful manner to the respondents.
- Fully document any refusals or other reasons for a selected household not being interviewed and inform the Field Supervisor and Data Validator as soon as possible.
- Maintain contact with the Field Team Supervisor and Data Validators daily to inform them of any security concerns, problems in the field of any kind, and progress made.
- Every aspect of the questionnaire will be considered and discussed during the interview with the respondent, and before leaving the site or community (Afghan Refugee camp/rural village or urban locality), the Field Team Supervisor will crosscheck the information collected from each of the team members and make sure that the data collected is valid/accurate and the questionnaire is properly filled.
- Compare and discuss the results of the interviews with the team supervisor and team members, particularly to discuss ways to improve the survey implementation.
- Use the data collection devices (laptops and GPS devices) responsibly and ensure that the devices are not damaged/lost due to misuse or negligence of the Household Interviewer.

- Follow security guidelines responsibly and ensure the safety and security of self and fellow team members at all times. Abandon the interview process in case of security threats and report to the Field Team Supervisor/Field Coordinator immediately.
- Any other task relevant to this job description assigned by the designated supervisor.

Advanced Computing and Engineering Solutions, (Subsidiary of PMO-NESCOM), Pakistan (Feb'07 – Sep'10)
Network Engineer/ Project Officer

Projects Handled:

Project#1: Computerization of Heavy Industries Taxila, Pakistan
Role: Network Engineer/ Project Officer
Duration: Feb'07 – Sep'09

Project#2: Computerization of Defense Science and Technology organization (DESTO), Chaklala, PAK
Role: Network Engineer/ Project Officer
Duration: OCT'09– AUG'10

Overall Key Deliverables:

- Responsible for confirming Site layout as per given drawing coordinates
- To design and implement complex networks
- Worked on CISCO /ATI and 3COM Switches Configured VLAN and port level Security
- Implement Security requirements of the different organizations for secure access
- Configured ATI Blade 4000 Series Core Switches
- Worked on QoS for Network
- Network design and analysis according to ISO Standard
- Domain controller and Exchange server installation
- Co-ordination with higher authorities and contractor
- Project Management
- Site survey and meetings for identification of customer's requirements for the network.
- Information gathering for civil and cable infrastructure design.
- Selection of devices and technologies to be used by analyzing customers' network applications and service requirements.
- Network designing as per identified requirements including logical and physical topology, cable infrastructure design, selection of devices and technologies, IP addressing scheme, and network security structure.
- Complete preparation of technical and financial proposals including network diagrams and BOQs.
- Project execution and supervision.

PERSONAL PARTICULARS

Date of Birth: 20th March, 1982
 Languages Known: English, Urdu & Pashto
 Driving License: Valid UAE driving License