MUHAMMAD AAMIR SHABIR

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SUMMARY

Self-driven and dedicated System Support Specialist with 6+ years of extensive experience in providing assistance to colleagues and clients, fixing any system problems, and configuring new user accounts. Offers a Computer Science & Information Systems degree from a well-known university and highly professional attitude. Great communicator with exceptional time management skills and important ability to work and perform well independently or in a team, experienced talent acquisition specialist with a demonstrated history of working in the Information Technology industry with below listed expertise in

- LAN/WAN Administration
- Project Management
- Workflow Planning
- PRTG, Open Manager
- Technical Support
- Systems Installation,
- NVR & DVR
- Teamwork

- Configuration & upgrading
- Security Solutions
- Database Design & Management
- NOS Patches & Updates
- ESXI & Virtual Box
- Microsoft Word
- Microsoft Excel
- Troubleshooting
- Cisco Packet Tracer

ACADEMIC QUALIFICATION

M.Sc (Computer Science)
University of Sindh, Jamshoro
2014

Bachelor in Science
Shah A. Latif University Khairpur, Sindh
2010-11

Diploma in Information Technology
Sindh Board of Technical Education, Karachi.
2012

EXPERIENCE

IT/Networking Specialist **05-22 to Present**
Asian Consulting Engineers Pvt Ltd, Lahore.
Site: **Mother & Child Care Hospital Mianwali**

- Supervision of all LAN, WAN & Wireless Network Devices.
- Installation & Configuration of Operating Systems (Server & Win10)
- ESXI, VCenter, Virtual Workstations.
- Working on Network Monitoring Software PRTG, Open Manager, Cisco Packet Tracer & more for Network
- Monitor Network Performance (availability, Utilization, throughout, goodput & latency)

IT Support Engineer   **01-2016 to 03-2020**
Inbox Business Technologies Ltd, Karachi.

- Installing & Configuring computer hardware operating System and applications.
- Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP.
- Microsoft Office, Outlook, Windows Xp/7/8/10 installation, drivers, and other trouble shooting.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.
- Performed daily backups, optimized and managed LAN/WAN infrastructure, and troubleshot and resolved any problematic issues.
- Supporting the roll-out of installed application like, virus definitions and other updates.
- Setting up new users account and profiles and dealing with issues.
- Responding within agreed time limits to call-outs.
- Testing and evaluating new technologies.

System & Network Officer   **10-2014 To 01-2016**
KTM by Mehmood Group, Multan

- Configuration, installation, maintenance and troubleshooting of computer hardware, software, systems, networks, and printers. Provided daily operational support and system administration for core network infrastructure, LAN maintenance and support services to clients.
- Provided beneficial technical assistance to the company's clients and diagnosed, analyzed, and resolved any system problems.
- Monitored system performance, produced workflows, created and configured new user accounts, and maintained various hardware and software.
- Working on Network Monitoring Software PRTG, Open Manager, Cisco Packet Tracer & more for Network

IT Officer   **05-2014 To 11-2014**
National Commission for Human Development, Khairpur Mirs.

- Configured and maintained network hardware and software, provided beneficial network advice and support to end-users, and tested installed systems.
- Performed daily backups, optimized and managed LAN infrastructure, and troubleshot and resolved any problematic issues.
- Created and maintained VPN accounts and worked on the development and implementation of new, more efficient and secure telecommunications technology.
- Providing business analysis and requirements gathering support for end-users.
- Supporting the preparation of key presentations, strategy documentation and other documents
- Providing Technical support and consultation for Software and Networks.
- Providing the solution to consumers when they faced Technical problems.
- Monitored and evaluated location staff performance and training needs.
- Performed daily backup operations, ensuring all required files systems and system data were successfully backed up to the appropriate media, recovery tapes or disk were created and media was recycle and sent off-site when required.

IT Technician   **03-2008 to 10-2010**
Sakhi Baba General Hospital Pano Aqil.

- Installing & Configuring computer hardware operating System and applications.
- Installing, configuring and supporting network equipment including routers, , switches,WAN accelerators, DNS and DHCP.
- Microsoft Office, Outlook, Windows Xp/7 installation, drivers, and other trouble shooting.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.
- Performed daily backups, optimized and managed LAN and troubleshot andresolved any problematic issues.
- Supporting the rollout of installed application like, virus definitions and other updates.
- Setting up new users account and profiles and dealing with issues.
- Responding within agreed time limits to call-outs.
- Testing and evaluating new technologies.
- Monitor Network Performance (availability, Utilization, throughout, goodput & latency)
- Installing, configuring and supporting network equipment including routers, proxy servers, and switches.
- Procuring network equipment and managing subcontractors involved with network installation
- Configuring firewalls, routing and switching to maximize network efficiency and security
- Maximizing network performance through ongoing monitoring and troubleshooting