

Muhammad Zubair

Islamabad,
Pakistan

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EDUCATION

**IQRA University,
Islamabad**
2004-2010
Bachelors of Science in
Telecommunications and
Networks.

**Petroman training
Institute of Information
technology, Islamabad**
2002-2004.
ICS in Physics, Computer
Science, Mathematics.

**Islamabad college for
boys G-6/3, Islamabad**
2002.
Matriculation in Biology,
Physics, Chemistry,
Mathematics.

Trainings

PMP
2024-Google
CCNA (R&S)
2016 – Corvit, Islamabad.
MCSE
2016 – Corvit, Islamabad.
RHCSA
2016 – Corvit, Islamabad.
ISO 9001-2008 & OHSAS.
2012 – NRTC, Haripur.
Supply Chain Management.
2011 – EME, Rawalpindi

SUMMARY

To find a challenging position in dynamic industry that provides learning opportunities and enhances my experience.

EXPERIENCE

Sybrid Pvt. Ltd (Jan 5, 2022 – Working)

Sybrid is currently serving dynamic trade panorama, highly effectual BPO services, both inbound and outbound, including international Food Chain Service Delivery, Internet Service Providers, Technology, Telecommunications, Banking, FMCG, Media, Healthcare and Market Research. My Job responsibilities include: _

Sr. Operations Executive

- Assisting Head of Operations in Administrative & Operational Activities.
- Working on Administrative Tasks including maintenance of Buildings.
- POC for all the operational issue arising within different Business units.
- Responsible for Arrangements of official Events, Meetings (in-person/online) & refreshments accordingly.
- Maintaining all the Official Belongings and generating requisition as per demand.
- Coordinating with Vendors for procurement of items required by Business units.
- Managing all the IT related operations & liaison operations & IT department.
- Responsible to get New Domain & Email IDs for newly hired personnel from IT department & ensure to issue an official Laptop accordingly.
- Any Task assigned by the Head of operations or senior management.

Micro merger Pvt. Ltd (July 1, 2016 – Dec 31, 2021)

Micro Merger is a Third Party Software & Services Provider company responsible for the data acquisition, analysis & entry for health-related project based in Pakistan. My Job responsibilities include:

Data Validation Associate (Team Leader)

- Assisting sub-ordinates and new team members with training and development.
- Devise and implement data collection procedures and other strategies that optimize statistical efficiency and data quality.
- Make the team familiar and in-line with the vision of project goals and objectives.
- Identify, assess, and interpret trends in complex data sets.
- Filter and clean data, and revise reports, printouts, and performance indicators to identify and rectify issues.
- Facilitate management in problem solving and collaboration.
- Work closely with management to prioritize business and information requirements.
- Install, configure, test and maintain operating systems, and system management tools.
- Proactively ensure the highest levels of systems and infrastructure availability.
- Monitor and test application performance for potential bottlenecks, identify possible solutions.
- Hands on Experience on Microsoft office Package for analytical & graphical Reporting.

IDC Resources Pvt. Ltd (Aug 15, 2013 - 28 Feb 2015)

IDC Resources is third party Level II Technical Support Provider company, providing the services for IPTV Setup. Job responsibilities were:

Network Operation Center Engineer

- Maintenance and configuration of LAN/WAN infrastructure, VoIP setup and Content Delivery Network (CDN).
- Managing, Monitoring, and Troubleshooting of Streaming over IP setup for IPTV.
- Providing feedback with Ops Center tools and process.
- Investigate and help resolve issues on customer's network and IT estates using agreed.
- Manage support cases to enable fast resolution that exceeds our customers' expectations.
- Ensuring accurate recording of all cases using the Company's ticket management tools and closing within agreed time-frames.
- Coordinated with other departments for incident response, resolution, and escalation, resulting in a 59% increase in Tier 2 effectiveness.
- Developed automation scripts, resulting in reduced time spent by Tier 2 operators on manual tasks.
- Implemented policy changes that lead to increased functional reach of the Tier 2 NOC team.

NRTC - (Oct 26, 2010 - Aug 15, 2013)

National Radio & Telecommunication Corporation (NRTC) is a Pakistan Based Telecom Equipment Manufacturing organization. Job responsibilities were:

Assistant Executive Engineer

- Sourcing of Semi-Conductors, ICs and Modules.
- Technical Verification of components with datasheets and practically.
- Sourcing of Mechanical and Electrical Components/Parts.
- Verification of sourced Parts/Components.
- Tender Calling.
- Preparing Comparative Statement.
- Finalization of Purchase Order along with its terms and condition.
- Correspondence with suppliers from product inquiry to delivery of goods.
- Dealing with freight forwarders for shipments.
- Responsible for preparation of the documents for received goods.
- ISO/OHSAS/IMS Coordinator for Procurement Department.
- Preparing and managing the ISO Related Documents.
- Conducting Internal Audit.

PERSONAL INFORMATION

- Father's Name: **Abdul Razzaq**
- Gender: **Male**
- NIC: **61101-2907678-1**
- Date of Birth: **September 03, 1986**
- Citizenship: **Pakistani**
- Religion: **Islam**
- Contact #: **0332 563 0560**
- Availability: **Immediate**
- Relocate: **Willingness both domestic and International**