WAQAR ALI

Sr.Technical Support Engineer

- **Address: Riyadh Saudi Arabia (KSA)**

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- **Iqama: Transferable**

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EXECUTIVE SUMMARY:

To utilize my technical and management skills for achieving the goal and delivering the best

performance in the esteemed organization. Possesses the ability to build and maintain.

business relationships with decision-makers and influencers, I would like to implement my

innovative ideas, progressive experience, skills, and creativity for accomplishing the

projects. Motivated Network Engineer with proven record of building and growing.

environments. Organized and dependable candidate successful at managing multiple.

priorities with a positive attitude. Willingness to take on added responsibilities to meet.

team goals.

WORK EXPERIENCE:

Radiant Information Technology Co. RITCO (Riyadh Saudi Arabia) 10/2022- Present

- I'm working as a Technical Support Engineer in RITCO Riyadh, Saudi Arabia.

- Responsible in providing remotely technical support particularly to the region of

- Saudi Arabia.

- Responsible for handling key customers and complete Technical Support of

- Ministry of Justice, Ministry of Commerce, Banque Saudi Fransi, Al Rajhi Takaful.
- Administering the whole IT infrastructure – switches, routers, Servers and
- Firewalls.
- Configuring Different vendors of switches like Cisco, D-Link, and TP-Link for all
- clients.
- Responsible in the implementation of the Queue Management System for different
- clients in Saudi.
- Worked under the environment of SQL Server 2008 R2, 2012 R2, 2016 & 2019.
- Server Management for clients having our application and system.
- Create account setup for different users and also replace users account from one
- branch to another.
- Active Directory and Server Cluster DHCP, DNS Web Services and Network Load
- Balancing.
- Monitoring and working on tickets which is assigned through IT service desk.
- Providing the technical support over the phone/email to all IT users.
- Providing troubleshooting and configuration support for client desktop and
- networking environment.
- Create, track, and maintain reports and provide updates to management.
- Devices Installation and deployment different WIFI Routers.
- Create, track, and maintain reports and provide updates to management.
- Configuring IP Telephony like Avaya and Cisco.
- Also Responsible for NVR and DVR cameras installations.
- Outlook.

WORK EXPERIENCE:

IT Support Engineer, QAZI Medical Complex and Collage 05/2021 to 04/2022

DUTIES & RESPONSIBILITIES:

- Handling all IT related maintenance work & reporting to IT manager
- Install & configure computer hardware, software &applications.
- Continuously monitor & maintain computer networks.

- Installation & configuration of IP Phone, Cisco AP, Wi-Fi, IP TV, Access Control, CCTV

- Configuring of NVR (wise net).

- Add printer & Scanner through IP or directly through USB cable.

- Test & Troubleshoot hardware, software, & networking devices to meet the needs of employee.

- Also handle the work like Documentation, registration of new employee.

- Purchasing of IT related products also communicate with hem.

- Upgrades software & applications of computer systems.

- Windows server 2019 manage all user accounts, active directory, Managing/troubleshooting user

  accounts,

WORK Experience:

NOC ENGINEER at fiberlink (Lahore Pakistan) 01/2020 to 02/2021
DUTIES & RESPONSIBILITIES:

- Troubleshoot network incident, create, and document ticket with findings.

- In case of outage open ticket by using BMC, Remedy and escalate to the concern teams to fix the Issue.

- Manage BMC Remedy cases in define SLA and closing within agreed time frames.

- Provide support for technical teams.

- Coordinate with FLMs in-case of visit the site.

- Coordinate with NFS (Network First Support) team of the bank.

- Performing Night activities with the customer Network Team.

- Handling Huawei TAC cases.

- Creating MOP, Script for the activities implementation.

- Creating RFC and taking approvals from customer.

- Configuration and troubleshooting for HUB and spokes scenarios.

- Responsible to resolve all kind of customer issues (link down, Routing, bandwidth of activation.

Advanced Technical Skills
and Knowledge Areas:

Networking: LAN/WAN, TCP/IP, RDP, technologies such as RIP, IGRP, EIGRP, OSPF, IS-IS, BGP, MPLS,

VPN, Stacking, L2/L3 VPN Frame Relay, STP, PVSTP, MSTP,

VRRP, HSRP, NAT, ACL, Context, Failover (Active / Active and Active standby)

Software's: GNS,Eve-ng, Packet Tracer, Microsoft Visual C++ 6, Kiel,

Photoshop, Microsoft office

Hardware's: Cisco Routers: $C1101, C1109, C1121, C921$

Cisco Switches:C3650, C3850, C2960, C3750

Huawei Routers: NE-40-X16, NE-40-X8, NE-40-X8

Professional Certifications Trainings:

CCNA **(**Routing and switching**)**

CCNP **(**Routing and switching**)**

HCIA **(**Security**)**

HCIP **(**Routing and switching**)**

NAVTTC (Networking and cloud computing**)**

EDUCATION:

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY(IT)

FROM

THE   UNIVERSITY OF AGRICULTURE PESHAWAR(PAKISTAN)

languages:

➢ English
➢ URDUI
➢ PUSHTO

References:

References will be available on demand.