

Muhammad Bilal

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Marital Status: Married Iqama Status: **Transferable**
Nationality: Pakistan Sponsor: El-Seif Engineering Contracting Company
Languages: Urdu, English, Arabic Iqama Profession: Computer Maintenance Engineer

Career Objective:

To work and grow as a talented, results-driven, cross-platform experience in systems/network Installation and Help Desk Support in local and remote environments, where I can groom my potential capabilities, upgrade my technical skills, knowledge to benefit and assist my employer.

Academic Qualification:

B.S(CS) Computer Science 2010-2014
Islamia University of Bahawalpur, Pakistan (www.iub.edu.pk)
CGPA 3.35/4.00

DAE (Electrical Engineering) 2006-2009
Tevta Board Lahore, Pakistan (www.tevta.gop.pk)
Obtain Percentage 75 %

Professional skills

- Configure & Manage Microsoft windows OS (windows XP, windows 7, 8, 10) Microsoft Windows servers (2008 R2, 2012, 2016) .
- Configure & Manage Anti-virus, File Server for Share storage, Domain Controller.
- Configure & Manage Backup System for Computers (User Profile, Email) and critical data.
- Day to day update Computers (OS, Software's) and other network devices.
- Installs and Manage Microsoft Office (2007, 2010, 2013, 2016, 2019), Autodesk (Auto cad, Revit, Viewer), CSI (Column, ETAB, SAFE, SAP), Tekla Structure, Primavera and other Civil Engineering Software's with license or Patch.
- Configure official emails in User Computers, Laptops & handsets.
- Installation of T&A Terminals (ZKTeco Face and Desfire Card) and Registration of Employees.
- Installation and troubleshooting USB or Network printers, Photocopiers, scanners.
- Provide Support to Remote Areas Sites through Team Viewer or Any desk.
- Maintain inventory of All IT Assets (Computers, Laptops, Monitors, Printers, PBX Telephones, Switches, Routers).
- Maintain Stock Level of IT spare parts and Printer Supplies.
- Execute IT support tasks in an efficient and timely manners.
- Working knowledge of video conferencing hardware and software System (Goto-meeting).
- Configure & Manage VMware Products (Workstation, Player) for testing New Servers & Windows.
- Covert physical machine to Virtual machines through VMware VCenter converter.
- Configure & Manage VMware Hypervisor Esxi (5.5, 6.0), VMware vSphere Client.

Professional Experiences

IT Support Engineer (May 2017-Continue)

RDB-Elseif Co Ltd. <http://www.rdb-elseif.com/>

A Precast Company Provides Concrete Solution

- More than 100 Computers & 5 to 6 Servers in RDB-Elseif Al Kharj Factory.
- Manage Active Directory on Windows Server (2008 R2, 2012) and creating new users.
- Installation of operating Systems Microsoft Windows (XP, Vista, 7, 8, 10).
- Installs and Manage Microsoft Office (2007, 2010, 2013, 2016, 2019), Autodesk (Auto cad, Revit, Viewer), CSI (Column, ETAB, SAFE, SAP), Tekla Structure, Primavera and other Civil Engineering Software's with license or Patch.
- Installation of computers, Laptops, Servers & other network devices of the network.
- Troubleshoot hardware and Software issues of Computers & Laptops.
- Installation of all type of Application & Software's with License & patches.
- Configures official emails in User Computers, Laptops & handsets.
- Day to day update all Computers (OS, Software's) and other network devices.
- Installation of security and virus protection in All Computers.
- Troubleshoot User Network connectivity or Cabling Issues.
- Receive technical or Application Support calls from end Users & solve their Network or Technical Issues through Remote desktop or team viewer.
- Redirect technical Support Request to Network Administrator as needed.
- Configures and troubleshoot printers, Photocopiers, scanners.
- Replace Printer Developers, Drums, Toners Also Repaired Drum & Developers.
- Configure and Manage Xerox 6705 Plotter & also Replace A0, A1 Papers.
- Backup system for Computers (Including User Profiles, Emails) etc.
- Checks if consumables are available in the Head Office and arrange for transportation to the Required location.
- Monitors and evaluates the execution of third-party IT works.
- Advises on IT requirements and maintains the IT spare parts stock levels.
- Installation of ZKTeco Face and Desfire Card T&A Terminals.
- Register All the Employees (Factory and Sites) in T&A Terminals.
- Configuration of New Telecom Extension and Handling telecom issues (Avaya phones).
- Tagging of All IT Department Assets with Stickers and also write the Serial number of all products.
- Network Installation for new Porta Cabins and rooms.
- Configure & Manage VMware Products (Workstation, Player) for testing New Servers & Windows.
- Convert physical machine to Virtual machines through VMware VCenter converter.
- Configure & Manage VMware Hypervisor Esxi (5.5, 6.0) & VMware vSphere Client.
- Always Working with team members to achieve the best result.
- Working knowledge of video conferencing hardware and software System (Goto-meeting).

IT Administrator (Dec 2015-April 2017)

Zarka Al Yamama Lens Factory <http://www.eye.com.sa/>

A Lens Company Provides Lens Production

- Configure and Manage 50 Computers and 5 to 6 Servers in Zarka Al Yamama Lens Factory.
- Installation and configuration of software and hardware.
- Set up accounts and workstations.
- Monitor performance and maintain systems according to user requirements.
- Upgrade systems with new releases and models.
- Installation of security and virus protection in All Computers.
- Configure & Manage Backup System for Computers (User Profile, Email) and critical data.
- Receive technical or Application Support calls from end Users & solve their Network or Technical Issues through Remote desktop or team viewer.

Assistant IT Manager (Jan 2014-Nov2015)

Shamim Group of Industries Bwp, Punjab, Pakistan <http://www.lives.com.pk/>

Production of cooking oil & Feed Industry

- More than 50 Computers and 5 to 6 Servers in Shamim Group of Industries.