



Muhammad Mustafa Saghir

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Other: Muteena Street, UAE, Dubai (United Arab Emirates)

ABOUT ME

IT Support Engineer /Technical Support Engineer/Administrative Work with a strong technical background and a passion for providing exceptional customer service. Seeking a challenging role where I can leverage my expertise in troubleshooting, problem-solving, and system administration to ensure optimal performance and user satisfaction. Proficient in diagnosing and resolving hardware and software issues & Strong knowledge of operating systems, including Windows and macOS. Skilled in user support and training, with a focus on delivering exceptional customer service. Experienced in network troubleshooting and administration.

WORK EXPERIENCE

Team Lead

MULTINET PAKISTAN PVT LTD [05/04/2021 – 25/04/2023]

City: KARACHI

Country: Pakistan

- Understands and adheres to the current escalation and critical situation management process
- Responsible for the internal and external communication of issues to management, other internal support groups, and the customers via all appropriate avenues
- Acts as a communication channel with regard to customer interaction as required ensuring clients are updated on critical issues
- Works independently to triage multiple simultaneous issues and manage all too effective resolution
- Demonstrated history of successfully providing excellent customer service 8+ years of Service Desk, Support Center, or Network Operations Center (NOC)
- Manages team workload; ensures all incidents, problems, and requests are prioritized, assigned, resolved, or acted on in a timely manner; ensures all incidents and problems have root causes identified where possible
- Reviews and identifies common problem areas that require focus and assign tasks accordingly
- Works with appropriate groups to administer and maintain policies and procedures to ensure a standard approach is adopted in the implementation of system changes; mentor team members on these policies and procedures
- Provides Operations and Support perspective in the adoption of new technologies and the implementation of new software.
- Plan, organize, and manage overall operations.
- Consistently exhibits behavior and communication skills that demonstrate Fiber Optical
- Ticketing in Rainmaker for Customer Query on Daily Basis Customer Issues.
- OLTS User's Network Monitoring System & Troubleshooting.
- Daily Communication with WhatsApp, and Convo for Technical Support.

IT SUPPORT ENGINEER

GULF METAL CRAFT GMC LLC [14/10/2013 – 20/11/2019]

City: DUBAI-JABEL ALI FREE ZONE

Country: United Arab Emirates

- - Technical responsibilities include the installation, configuration, and Troubleshooting of servers, administration, maintenance, Software/hardware, setup of databases for stores, and escalation support. Professional responsibilities include Technical Support /Help Desk Support change management, project management, technical training of end-users, documentation, following Company policies and procedures move/changes, onsite support, maintenance of various mission said critical Technologies, onsite support, and troubleshooting client issues.
- Installation and configuration relevant SKILLS activities include Several Operating Systems, remote
- Access, and antivirus Technical Support software, servers, and other devices Help Desk Support connected to the network. Computer Hardware troubleshooting activities included Office 365 Support various network devices and Windows Support peripheral devices connected to the System Support network. Inventory Control provided 1st-line technical support.
- Troubleshooting and resolving IT-related issues for employees, customers, and clients.
- Upgrading systems to ensure compatible software is installed on all computers and other equipment
- Installing and configuring new hardware and software
- Inspecting computer hardware to ensure functionality and repairing or replacing items as needed
- Monitoring the performance of networking equipment and servers to ensure efficiency and prevent downtimes
- Installing and testing firewalls, servers, software, and hardware for functionality.

CUSTOMER SUPPORT ENGINEER

LOJAIN DOT COM LLC [01/03/2008 – 09/2013]

City: DUBAI-BUR DUBAI

Country: United Arab Emirates

- Experience in Operating systems Win7, Win8, Win10, Windows Server 2008 Std
- Windows Server 2012 Std Managing Users and Resources in the Network Environment Installing & configuring different Windows-based Application Software. Installing & Configuring Mailing tools like Microsoft Outlook 2010, and Outlook 2016
- HELP DESK 2016 Routers, Hubs, Switches, and WIFI Modems External peripherals like printers, scanners Etc. HP, IBM, COMPAQ DELL, ACER PCs
- Maintaining Hardware inventory and handling ESP auditing

MAINTENANCE ENGINEER

WORLD CALL TELECOM PVT LTD [01/08/2003 – 28/02/2008]

City: KARACHI

Country: Pakistan

- Company Web: - <http://www.worldcall.eom.pk/> Roles and Responsibilities: - Lead to a team of professionals responsible for the day-to-day administration and support of various mission-critical technologies located in over 50 locations.
- Technical responsibilities include the installation, configuration, and troubleshooting of servers, administration, maintenance, software/hardware, setup of databases for stores, and escalation support.
- Professional responsibilities include change management, project management, technical training of end-users, documentation, and following company policies and procedures
- Administrative activities include adding moves/changes, onsite support, maintenance of various mission-critical technologies, onsite support, and troubleshooting client issues.
- Installation and configuration activities include several Operating systems, POS, remote access and anti-virus software, servers, and other devices connected to the network.
- Troubleshooting activities included various network devices and peripheral devices connected to the network.
- Troubleshooting malfunctions of network hardware and software applications, telephones and security monitoring network usage Supports administration of servers and server clusters.
- Taking server backup on a daily basis through NT-backup and Symantec back tool and restoring and maintaining their databases.
- Handling Server mirroring in 2003 servers to merge all server's databases.
- Strong in Operating systems like MS-DOS, Workstation, & Winxp, and SoftcallSystem

- Accepting calls, logging the calls, and assigning the calls to the respective support engineer.
- Ticketing tool handling with a global portal to rectify the L3 level issues. And updating TL on day-to-day issues.
- Self-directed working style & Excellent telephone with E-mail skills.

EDUCATION AND TRAINING

HIGH SECONDARY SCHOOL

LAWRENCE TECHNICAL HIGH SCHOOL [01/01/1994 – 30/09/1996]

Address: NAZIMABAD NO 3 ,KARACHI PAKISTAN , KARACHI (Pakistan)

DAE In Electornics (Diploma of Associate Engineer)

Aligarh Institue Of Techology [01/08/1997 – 31/12/2004]

Address: Plot ST-16, Main University Rd, Block 5 Gulshan-e-Iqbal, Karachi, Karachi City Sindh 75300, Pakistan, 75300 KARACHI (Pakistan)

Website: <https://aligarh.edu.pk/>

CCNA.5.0 (COURSE)

CTTC [01/10/2006 – 30/11/2006]

Address: 45-M, Nursery Block # 6 PECHS ,Karachi., KARACHI (Pakistan)

Website: <http://cttcacademy.pk/>

A + HARDWARE (COURSE)

CTTC -Cisco Academy [01/03/2006 – 30/04/2006]

Address: 45-M, Nursery Block # 6 PECHS, KARACHI (Pakistan)

Website: <http://cttcacademy.pk/>

LANGUAGE SKILLS

Mother tongue(s): **Urdu**

Other language(s):

ENGLISH

LISTENING A2 READING A2 WRITING A2

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Strong written communication skills / Strong character ethics and a high standard of performance / Strong interpersonal skills and good teamwork / Strong presentation skills to technical and business audiences. / Microsoft Office / Microsoft Powerpoint / Outlook / Microsoft Excel / Microsoft Word / Google Drive / Social Media / Zoom / Knowledge of ITIL standard / Communication skills and team work / Ability to communicate well with others / Concepts of IT / Routine configuration and installation of IT solutions / installation of cameras / Installation of Softwares / Installation of Windows / Installation of computer equipment / Cabling / Computer Hardware Knowledge / Computer Software Knowledge / Internet applications / Assembly and troubleshooting of Desktops and Laptops / data Privacy / technical support / Maintaining the Servers, PC's, Routers and Switches.

DRIVING LICENCE

Driving Licence: B

UAE VISTA STATUS : OWN VISA

Dubai -Residence Visa

[30/09/2023 – 25/09/2025]