



Muhammad Naeem Riaz

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BS (Computer Science)

CCNA (CSCO13271126)

CCNP (Trained)

Objective: To work in any reputed organization where hard work and skills are required and where challenges are offered and rewarded. I am self-motivated and able to work both independently and as collaborative team member. Seeking a position where I can become established as a new team member for a great company.

Education:

2012-2016	BS in Computer Science	University Of Gujrat
2010-2012	ICS	Board of Intermediate & Secondary Education Gujranwala Pakistan
2008-2010	Matric	Board of Intermediate & Secondary Education Gujranwala Pakistan

Certification:

2017	CCNA (CSCO13271126)	Corvit System Rawalpindi
2018	CCNP (R+S)	Corvit System Islamabad

Professional Work Experience:

Organization:	Etisalat Services Holding
Tenure:	Feb 2020- 2023
Designation:	Document Verification Executive (Account Manager)



Responsibilities:

- Converting leads into sales and close them with zero error.
- Meeting the clients, verify documents and necessary things.
- Proper documentation for submitting cases.
- Create order and track until closure (using Etisalat portal).
- Help sales team to maximize sales.
- Prepare daily and monthly reports and maintain them.
- Order Sims from store as per requirements and keep record.
- Schedule meetings and finish them on time.
- Follow up customers to give them good services and increase sales to company.

Organization: Ufone Telecom
(Telecom Company like Etisalat)
Tenure: April 2018- Sep 2019
Designation: Assistant Branch Manager (Mandi Bahauddin)



Responsibilities:

- Assist Manager in organizing, planning and implementing strategies.
- Monitor and maintain the store.
- Train, supervise and motivate staff to perform their best.
- Handle complaints from customers and resolve on time.
- Monitor staff and organize training for them when needed.
- Create daily, weekly and monthly reports and change strategies when needed to maximize profit.
- Keep and maintain good environment in store.

Organization: Link International Exchange Ltd
(Over than 60 branches company)
Tenure: Aug 2017-Feb 2018
Designation: Network Associate/Computer Operator



Responsibilities:

- Cisco routers and catalysts for L2/L3 operations, VLAN infrastructure designing.
- Supporting and troubleshooting L2/L3 issues.
- Checking the network connectivity and tracing out the problems.
- Monitoring network performance and troubleshooting problem areas as needed.
- Provide support to all users.
- Windows installation, software's installation and troubleshoot issues.
- Optimization of network and pcs.
- Update Record on daily basis.
- Backup of Record.
- Email Handling.

Core Expertise:

- Installation and setup of routers and switches.
- Protocols implementation (RIP, EIGPR, OSPF,BGP)
- Setup of dynamic and static routing.
- Implementation of DHCP server.
- Router Security.
- CDP configuration.
- Traffic filtering.
- Maintenance and troubleshooting.
- IPv4 and IPv6 Addressing scheme.
- Configuration of Vlan.

Expertise in Microsoft:

- Command on latest version of Microsoft office, excel.
- Command on all operation systems windows xp, vista, 7, 8 and 10.

- Great knowledge about latest applications.

Programming languages:

- C++/C#.

Other:

- Knowledge of VMware and Linux.
- Knowledge of Html/css.
- Can operator TeamViewer for Remote support.

Personal:

- Ability to work under pressure.
- Ability to understand task quickly.
- Ability to work as team member/leader.
- Good communication skills.

Languages:

- English
- Urdu

Personal Information:

Nationality:	Pakistani
Address :	Building No. 188, Near Alkarama Center, UAE
Passport No:	DY9950261
Marital Status:	Unmarried
Date of Birth:	19-08-1994

- ☐ **References will be furnished upon Requirement.**