



MUHAMMAD HAMAYOUN

PROFESSIONAL SUMMARY

I Have Completed My Masters Studies in Computer Application Technology from University of Changzhou China. Certified as **CCNP (Cisco Certified Network Professional)** I completed training courses of **CCNA, CCNP, MCSE, Wireless Networking**, and an enthusiastic network engineer with the necessary drive and determination needed to resolve complex networking issues. Possessing effective organizational skills and excellent working knowledge of networking technologies and having a commitment to keep up to date with the latest developments. Experienced in providing motivation, guidance and up to date networking consultancy service to both colleagues and clients.

PROFESSIONAL CERTIFICATIONS

CCNP (CISCO CERTIFIED NETWORK PROFESIONAL).

PROFESSIONAL EXPERIENCE

Pakistan Telecommunication Company Ltd, (PTCL) Call Centre | Customer Support Executive | 25 February 2019 - 29 August 2019

- Answer inbound caller calls
- Question callers to determine their location, and the nature of their problems to determine type of response needed.
- To gather a lot of information from callers and accurately pass that information on to first responders.
- Verify correct caller information.
- Manage all caller issues and requests.
- Provide information and data collection.
- Maintain excellent caller satisfaction.
- Support the team with other responsibilities as required.

NETWORK ENGINEER | CORELINKS IT SOLUTION PESHAWAR PAKISTAN.
01 MARCH 2020 – 30 MARCH 2023

- Configured, managed and evaluated multi-protocol network elements for effective end to end communications.
- Installation, configuration and Networking of Firewalls and applying different policies.
- Monitored servers and escalated emergency technical issues beyond scope to maintain optimum up-time.
- Managed application patches, data backup, security changes and network configuration. and replaced boards, changed servers and loaded and tested software applications.
- Worked to create safe, low-cost and dependable designs.

CONTACTS

United Arab Emirates

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00971-568457570

COMPUTER SKILLS

Proficient with Ms Office Application
(Word, Excel, PowerPoint, Outlook)

LANGUAGES

English, Urdu, Chinese, Pashto

SOFT SKILLS

•Teamwork •Customer Service
•Organization skills •Well in Group
•Leadership Administrative
•Management •Problem-Solving
skills •Interpersonal Skills •Work
Ethic Working •Understanding the
Value Communication •Listening
Skills •Self Control •Empathy
•Positivity

PERSONAL INFORMATION

Data of birth: 31-05-1995

Passport no: AP6247512

Nationality: Pakistani

EDUCATION

Master of Computer Applied Technology 2023 from the University of Changzhou, China

Bachelor of Information Technology 2018 from the University of Agriculture Peshawar, Pakistan