

MUHAMMAD SHARJEEL ALI



Associate Engineer / Field Engineer / Optical Fiber Technician

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Summary

An experienced field engineer adept with providing technical engineering support; very flexible and can handle customer support, pre-sales and post sales initiative which involve installation, modification and repair of complex equipment and systems. Seeking a Network field engineer position with an outstanding career opportunity that will offer a rewarding work environment along with a winning team that will fully utilize management skill.

I'm a self-starter with an ability to identify purposeful work and to act through dedication and integrity. I have a relaxed, composed, and outgoing personality, and known as a people person, with excellent communication skills.

Skills

- Service delivery experience or Interface experience with telecom customers
- Excellent interpersonal and communication
- FTTH (OSP Fiber splicing and Installation) • Strong problem solving, trouble shooting skills • Perseverance and motivation.
- Organizational Skills/Multi-tasking Ability
- HW configuration, LAN WAN network, Routers and ONT configuration
- Documentation and reporting
- Excellent time management skills • Strong Microsoft Office skills.
- CBCM, BCRM hands-on skill

Employment Profile

- Deployment and All Kind of Troubleshooting of Fiber Optic Cable ◦
- All EPC (Customer Premises Equipment) configurations and Troubleshooting. ◦
- CRM (Customer Relationship Management) Operator. ◦ Organize Expert in Fault
- Tracing. ◦ Router and ONT Configurations ◦ Optical Fiber Splicing.

Strength

- Self-motivated & disciplined
- Adaptability
- Ability to work under pressure.

Experience

Assistant Engineering Supervisor | 2022-2023 Nayatel Telecommunication, Pakistan

- Coordination with engineering department regarding Technical issues and updates. Managed a high-volume workload within a target driven environment.
- Router/ONT configuration. D/Joy Box Installation (Access point, Dialer).
- Access points instillation and troubleshooting at customer premises.
- Straight/cross Ethernet cable preparation, RJ-11/RJ-45 connector, coaxial cable connector (F/ RF connectors, knowledge of various types of RF splitters).
- Familiar with ODFs. Basic Electrical knowledge: ONT/router input power, Nayatel UPS basic trouble shooting.
- Fiber Optic Cable knowledge (direct buried, Arial, Knowledge of Health & Safety SOP Knowledge of all type of cables, bending radius, color scheme of Ethernet Cable).
- Telephony knowledge, ATA Installation. ONT, UPS and router mounting.
- Diagnose equipment error messages and provide solutions based on knowledge and technical resource.
- Diagnose and resolve hardware, application, software, and network issues using remote desktop connections to provide immediate support. Basic Computer Knowledge of hardware issuance from SCM department.
- Troubleshoot slow browsing at customer premises, handling their quires and provide them satisfactory response.
- Inspecting circuit breakers to ensure they are up to code identifying electrical problems using specialized tools like voltmeters, cable testers, thermal scanners, and ammeters.
- Repairing and replacing wiring and equipment using hand and power tools such as screwdrivers, drills, and wire strippers. Network cabling, punching.
- Keep records and maintain a status update of all transaction.
- Configure and test networks to ensure their smooth and reliable operation
- Prepare and present network performance statistics and reports

Reporting

- Daily productivity report to line Manager
- Close coordination with engineering teams and follow-ups on escalated cases.

Education and Training

Matriculation 2016 - 2018
BISE Rawalpindi

DAE Electrical 2019 - 2021
KRL Institute of Technology

IELTS 2022
CERF Level B2 (British Council)

Languages

English:



Full Professional:

Urdu:



Native/ Bilingual:

Hindi:



Full Professional