
Qual i f i c a t i o n s Summary

Accomplished **Computer Specialist / Network Administrator** with more than eight years experience in diagnosing and resolving technical support / customer needs. Efficiently formulates solutions to problems via excellent troubleshooting and communication skills. Entrepreneurial experience in leading and motivating co-workers from all cultural backgrounds; specialized knowledge of PC networking and assembly.

Techni cal Ski l l s

Networking	wired and wireless networks (indoor / outdoor) • servers, switches, & workstations rack & patch panels • windows server family (2K & 2K3) • ISA server Active Directory • VPN – wireless encryption • LAN Administration • mail / fax servers remote programs • monitoring tools • backup solutions • server-based antivirus
Hardware	PC & server assembly • PC upgrades • RAID Controllers • configuration / installation
Software	MS Windows family, Office, FrontPage, and Visio • Back Office • data recovery tools AutoCAD • C++ • Pascal • Adobe Photoshop • Macromedia Freehand & Dreamweaver • multimedia programs • web browsers • drivers • benchmarking
Certification / Other Skills	A+ Certified • MCSE Equivalent • Network+ • hardware & software support

Selected Accomplishments

Expanded client base from 50 to 200 and **tripled** hardware sales within two years at Noname IT Ltd..

Launched Noname IT business servicing networking and internet needs of **900-unit** apartment complex spread out over nine separate buildings.

Lead upgrade from a workgroup of **10 PCs** to a domain of **40 PCs** as a network and PC contractor for SMA Co..

Professi onal Experi ence

NONAME IT LTD. – Karachi, Pakistan

2003 – 2005

Technical Manager

- Managed technical, maintenance lab, and customer support departments.
- Oversaw 18 PC hardware / software technicians on networking projects; covered structured cabling, passive device installation, active device installation / configuration, and Windows family network OS setup.
- Conducted ongoing maintenance and support tasks for several companies and home users – up to 15 customers per day.
- Directed eight large companies' annual contracts as IT consultant responsible for 400 PCs and 25 servers.

BIG INTERNET GIANT – Istanbul, Turkey

2003 – 2005

Technical / Financial Manager

- Installed over 30,000 feet of networking cable and numerous wireless connections in an apartment complex with five servers and over 50 switches, access points, and bridges.
- Provided competitively priced LAN and high-speed internet service and support for over 80 customers.
- Implemented 15 security cameras within complex.