# Mirza Zaheer Ahmed

## System Engineer Level II

**Phone:** +923325822709
**Email:** mirza709@gmail.com
**Skype:** mza709
**LinkedIn:** mirza709
**Address:** House#260, Street#70, Sector G-8/1, Islamabad, Pakistan

## Profile

I have 6+ years of professional experience in IT and telecommunications during which I had the opportunity to work at multiple levels including Network Design, Operations, Integration, Commissioning & Installation which has helped me develop a diverse skill set and an understanding of the IT and telecommunications business model. My key area includes advanced knowledge on Unix administration Project implementation Cloud, VMware, VAS, troubleshooting problem solving skills. I am Pro-active, Self-motivated & Team-player with Process Automation & System Programming skills.

## Certifications and Trainings

- VMware Certified Professional vSphere 5.5 (VCP5-DCV)
- VMware Certified Professional 6 – Cloud Management and Automation
- https://www.certmetrics.com/vmware/public/transcript.aspx?transcript=RJ4XGESC2MR1QJ2Q
- CCNA and Linux Training

## Skills

- Unix/Linux configuration
- Application troubleshooting
- End-user support
- Virtualization (VMware Citrix)
- Cloud Computing
- Physical and Virtual Infrastructure
- Networking & Monitoring
- Documentation expertise
- TCP/IP protocol
- Databases

## Work Experience

**Kalsym SDN BHD Islamabad Pakistan**                              **April 2014 to Date**
**System Engineer Level 2**
### Responsibilities:

- Installed, configured, tested and maintained operating systems, application software and system management tools.
- Design, implementation, and maintenance of current large scale physical and virtual consolidated infrastructures as well as with the design, test and implementation of future technologies within virtual space
- Wrote and maintained custom scripts to increase system efficiency and performance time.
- Managed and monitored all installed systems and infrastructure to ensure the highest level of availability.
- Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
- Managed installation, upgrade and deployment projects and provided on-site direction for network/system engineers.
- Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
- Performed system analysis, documentation, testing and user support for platform transitions
- Managed over 100+ VMware servers Windows and Linux with VSphere client 5.1 and 5.5
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Proposals review, plan, design and implementation of VMware infrastructure product
- Responsible to answer customer queries related to submitted proposal

- Responsible for requirement gathering and planning of customer POC
- Conducting customer's virtual infrastructure survey
- Conducting presentation with customers for POC and features discussion
- Technical documentation of solutions
- Advocated for end-users to perform testing and problem analysis for server, desktop and IT infrastructure work.
- 

## VAS Projects with Kalsym:

- Warid Notify me
- Jazz MyStatus and NotifyMe

- Warid Sponser Me
- Warid Collect Call

**Earthfactor Pvt Ltd (VAS provider)**              **April 2010 To April 2014**
**Islamabad, Pakistan worked as**
**Sr, System Executive**

### Job Responsibilities:

- Provided base level IT support to non-technical personnel within the business.
- Provided on-call support for critical issues.
- Participated in various incentive programs and contests designed to support achievement of production goals.
- Preparation of technical documentation
- Diagnosed, troubleshot and resolved network and system problems.
- Performed system analysis, documentation, testing, implementation and user support for platform transitions.
- Maintained and administered computer networks and environments, including computer hardware, software and applications.
- Resolved or escalated problem tickets to resolve user issues.
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.
- Provided on-call support for critical issues.
- Installed and maintained HP, Dell rack mount server and Blade enclosures.
- Built, installed, and tested Linux and VMware servers based on requirements from Design and Architecture or established standards.
- Worked with partners during change control activities to ensure smooth migrations and implementations, including performing change tasks.
- Troubleshooting the day to day administrative tasks on LINUX and Windows base

## VAS Projects with Earthfactor:

I am key team member in following projects, implementation configuration, providing support and operations for different clients in telecoms sector.

- Virtual PBX (Bangladesh)
- Deployment and configuration of Warid Women Portal Station
- Deployment and Configuration of Warid Live Station
- UGOAL
- Ufone Dosti

- Deployment configuration and administration Mobilink Virtual Smart Number
- Deployment, configuration and Administration of Mobilink Women Portal
- Ufone Info services
- Deployment and configuration of Warid Music Station

## *Education*

| | | |
|---|---|---|
| **MCS (IT)** | **Preston University Islamabad Campus** | **2013 to 2015** |
| **BSc (IT)** | **Wings Institute of Computer Science Affiliated with Punjab University Lahore** | **2007 to 2009** |
| **HSSC** | **Wings Institute of Computer Science Rawalpindi Board** | **2001 to 2002** |