

# YASIR BASHIR RAJA

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IT professional with 10+ years of experience specializing in Technical Support and Networking. I am CCNA certified along with virtual lab experience on Cisco routers & switches. I have substantial experience in analyzing and understanding data while working under pressure. I present myself with professionalism and at the same time upholding the highest work ethic. My greatest strengths are excellent interpersonal communication, social skills, strong problem-solving capabilities and resolving issues, which have been built through extensive work experience as a team leader.

## EXPERIENCE

### FEB 2018 – PRESENT

#### IT SUPPORT & ASSISTANT SYSTEM ADMINISTRATOR, RIFFA VIEWS INTERNATIONAL SCHOOL

- Troubleshooting and providing technical support to all levels of staff concerning the use of computer hardware and software, including printing, work processing, excel, email, and operating systems.
- Maintenance and network monitoring of critical network devices
- Timely reporting of escalated issues.
- Responsible for operating systems and associated subsystems.
- Managing and maintaining active directory.
- Installing, upgrading, and configuring network printing, directory structures, user access, security, software, and file services.
- Administering and maintaining wired and wireless network systems, switches, router and controllers.
- Providing end to end Technical & Network solution and support.
- General knowledge of Cisco Unified Communications Manager and Avaya IP Phones.
- Switches configuration & VLAN setup on Cisco 1900, 2950, 2960 switches.
- Troubleshooting system and network problems with appropriate support from external contractors.
- Providing technical support and training to staff.
- Troubleshooting computer problems and determining source of computer problems.
- Performing hardware and software installations.
- Participating in the development, implementation, installation, and testing of application software with appropriate support from external contractors.
- Documenting computer problems and resolutions for future reference.

### JAN 2015 – SEPT 2015

#### FIBER OPTIC ENGINEER/TECHNICIAN & TEAM LEADER, BATELCO (FIBER-OPTICS PROJECT)

- Supervising multiple teams of fiber Optic Technicians.
- Site Survey, analysis, & troubleshooting problems.

- Preparing daily sales orders and complaints reports.
- Managing daily WO & delivering reports to BATELCO.
- Providing solutions to on & off-field problems.

**FEB 2014 – SEPT 2014**

**IT ADMIN, HI END AUTOMOTIVES**

- Website Development and maintenance.
- Setting up and maintaining company infrastructure.
- Backup and restore.
- Managing company network.
- Managing all company software.
- Documenting social media system.
- Training employees to use software programs to ease their work.
- Implementing a system to check the efficiency of the work.
- Communicating with the maintenance companies, as necessary.
- Monitoring employee attendance.
- Uploading the weekly social media materials.
- Upgrading the social media when required.

**APRIL 2008 – AUG 2009**

**IT TECHNICIAN & SALES, AL MALKI ELECTRONICS**

- Repairing and troubleshooting computer hardware and software.
- Assembling computer for customers as per their requirements.
- Sales and customer service for computer products and services.
- Installation and troubleshooting of networks.

## EDUCATION & CERTIFICATIONS

**FEB 2020**

**CCNA ROUTING & SWITCHING, CISCO**



**NOV 2019**

**NSE 2 NETWORK SECURITY ASSOCIATE, FORTINET**



**NOV 2019**

**NSE 1 NETWORK SECURITY ASSOCIATE, FORTINET**



**2011-2014**

**BACHELORS OF INFORMATION TECHNOLOGY, ALLAGAPPA UNIVERSITY**

2006-2008

**HIGHER SECONDARY**, FBISE (FEDERAL BOARD OF INTERMEDIATE & SECONDARY EDUCATION)

## **SKILLS**

- Highly experienced in technical support & desktop support
- Hands on experience with Windows Server 2008, Active Directory
- Experience in web development & graphic design
- Hardware and networks troubleshooting
- Virtual CISCO Lab experience in monitoring & troubleshooting networks
- Installing & troubleshooting computers and related hardware
- Hands on experience with fiber optics
- Good command over MS. Office, Windows & MacOS

## **REFERENCES AVAILABLE UPON REQUEST**