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SYED ADEEL ALI SHAH

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Career Objective

To work, utilize my potential, zest for achieving excellence and to be part of an organization that thrives on the latest technology whereby I can optimize my educational, technical and communication skills in a manner that would contribute to the progress of the organization.

Professional Experience

Pakistan Telecommunication Company Limited   [Mar 2008 – Present]

Designation: **Field Supervisor**

WIRELESS Ops Department

- Responsible for the overall Operations and Maintenance of Wireless Network containing **278 BTS** working through **MW DRS**, **GPON Fiber**, and **Transport Systems**.
- Hands on experience of troubleshooting **Huawei, NERA, NEC** Microwave systems.
- Responsible for rectification of operational faults, i.e. **VSWR, Bad RSL,** and **BTS Flux** etc.
- Hands on experience of troubleshooting **Board Level faults** of **Huawei BBU3900 BTS** systems.
- Responsible for planning and implementation of **Preventive Maintenance Activity** of BTS sites.
- Responsible for **planning, deployment, relocation,** and **dumping** of **Battery Banks** on BTS sites.

TRANSPORT Department

- Responsible for the over all operations and maintenance of **SDH (ZTE & HUAWEI) Systems** & problems associated with Fiber Optic Network.
- Responsible for the over all network surveillance, proactive maintenance and in service maintenance of OFS.
- Coordinate with cable repair team to ensure smooth repair process.
- Provides technical assistance to their staff and help in fault isolation and trouble shooting for troubled circuits.
- Supervise the NMS for Alarm & Fault Management, Security Management and media testing.
- Maintenance, working and repairing **MDF (Main Distribution Frame), IDF (Internal Distribution frame), DDF (Digital Distribution Frame), D-9, A-8** Connectors.
- Installation of Runway, Lacing of PCM Cable for Media connectivity, Rapping in D-9 and punching in DDF.

Business Department

- Installation, maintenance, and trouble shooting of **Wired** and **Wireless ADSL modems (CPEs).**
- Reservation of new orders from customers via computer enables systems, telephony, or printed media.
- Posting and processing of orders via dedicated web portal, i.e. BnCC (Billing & Customer Care).
- Generation of Complaint Ticket using dedicated online portal, i.e. CMS (Complaint Management System).
- Managing CPE Installers by assigning specific areas of work/ jobs along with back end technical assistance.
- Managing human resource (Linemen & Telephone Operators) by assigning them stations and areas of duty.
- Managing Linemen by assigning them complaints and installation of landline telephony services.
- Developing Preventive and Corrective Estimates for enhancement and maintenance of the network.

TOUCHSTONE COMMUNICATIONS [Oct 2014 – May 2016]
Designation: Customer Support Representative

- Transcribing English Calls for the Automotive Industry of USA.
- Generating Alerts to Automotive dealerships regarding law suits, unsatisfactory customers and top dog.
- Maintaining Quality and completing leads target on weekly and monthly basis.
- Training newly appointed transcribers.

GLITTERZ PAKISTAN [June 2008 – July 2014]
Designation: QA ENGINEER

- Web development and optimization using Word Press, HTML, & Java Script etc.
- Training of SEO/SEM according to Google Guidelines.
- Developing Back Linking for Link Building Phase of SEO.
- Product promotion using online feed form.
- Ensuring Target Achievement & Quality Control Engineering.
- Developing Marketing Management techniques and implementation.

CECOS UNIVERSITY [May 2007 – Mar 2008]
Designation: IT Lecturer

- Teaching Computer Programming Languages, e.g. C, C++, Java, Java Script, HTML, and SQL etc.
- Lecturer of IT subjects like IT Concepts, Data Communication, Data Structure, System Analysis and Design etc.
- Supervising the examination system of the institution.
- Coordinating with the students for counseling purpose and finding solutions for their problems.
- Teaching of Computer Applications such as Microsoft Office Suite and Windows based Operating Systems.

National Database And Registration Authority [Oct 2006 – Feb 2007]
Designation: Data Entry Operator

- Data Entry using dedicated purpose graphical user interface.
- Investigation, validation, and verification of the provided data.
- Installation and maintenance of all computer systems and peripherals, e.g. Cameras, printers, scanners.
- Maintenance and trouble shooting of networking issues on local area network.
- Installation and maintenance of Server and Client Operating Systems (i.e. Windows Server 2003 & Windows XP Prof.) on server and client terminals.
- Provide services of a Translator/Interpreter (i.e. Urdu, Pashto, Hindko, and English).
- Developing and maintaining daily, weekly, and monthly reports regarding performance of the franchise.
- Maintenance of database system.
- Coordination between the franchise Officials and H/Qtr for store and human resource demands.
- Handling the United Nations delegations visiting franchise for operation checking.
- Coordinating and assisting the H/Qtr Audit team.
- Issuing notifications, memos, warning letters, demand letters as per order of the supervisor.
- Installation, maintenance, and trouble shooting of PVC card printers used for printing of Afghan Refugees Cards.

Skills

- Human Resource Management and Staff Motivation.
- Trouble shooting of Computer Systems and networking on LAN Scale.
- Databases: Access 2000 or later
- Languages: C, C++, Java, SQL, HTML, Java Script, Visual Basic 6
- Platforms: Microsoft Windows-based OS
- Office Suite: Microsoft Office Suite

Technical Education

2003 – 2006   NWFP Board of Technical Education   Peshawar
Diploma of Associate Engineer (Electrical)

2004 – 2006   NWFP Board of Technical Education   Peshawar
Diploma in Information Technology

Academic Education

2004 – 2006   Board of Intermediate & Secondary Education Peshawar
Intermediate (General Science)

1999 – 2000   Board of Intermediate & Secondary Education Peshawar
Matriculation (Science)

Personal Details

Father Name:	**SYED MAQBOOL ALI SHAH**	Date of Birth:	**13th September 1984**
Marital Status:	**Married**	Nationality:	**Pakistani**
Religion:	**ISLAM**	CNIC No.:	**17301-5889970-3**
Languages:	**English, Urdu, and Pashto**		