

# Muhammad Roman Khan

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## Professional Objective:

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Competent IT & Telecom Professional with 5+ years of broad-based experience within reputed companies in UAE and Pakistan. Demonstrated strong competencies and technical proficiency in handling installation, configuration, troubleshooting and maintenances of system and network components. Achieved team leader role on the basis of dedicated work approach in meeting company's objective moreover in delivering quality work and excellent results.

## Career Highlights:

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- Currently working with Xad Technology LLC Dubai as Project Coordinator , a major telecom company Etisalat & DU contractor.
- Worked as **Project Coordinator** for various **Etisalat Telecom Projects Dubai** region under the sponsorship of Al-Rostamani Communication LLC Dubai (July 2013-April 2016).
- Worked as **Quality Controller & Coordinator** for various Etisalat 180-H Project Dubai Region (September 2014 to January 2015).
- Worked as **Back office Support Controller & Coordinator** for various sites of Dubai Etisalat Telecom(January 2014 to August 2014).
- Joined & worked as **GPON Field Technician** with Etisalat Telecom Dubai Region (September 2013 to January 2014).
- Worked as **ISP & OSP Technicians** with **Wateen Telecom Pakistan**(April 2011 to Feb 2012).
- Worked as **IT Support Assistant** with **University of Science & Technology Bannu**(April 2010-March 2011).
- Worked as **an IT Coordinator & Technical Support Assistant** with **State Life Insurance Corporation of Pakistan**(July 2005-Sept 2007).

## Major Tasks Performed as Project Coordinator are :

- Arranged outdoor & indoor FDH's sites surveys & reported to concern deparatments.
- Provided required technical details & prepared outages requests reports for both indoor & outdoor sites.
- Scheduled jobs to site technicians , monitored the site activities ,supported the teams on site & from back office by using NMS software , ensured the completion of uplifting work as per Etisalat prescribed standard installation guidelines.
- Prepared Acceptance forms for both indoor & outdoor FDH's
- Arranged site inspection , Handover & Accpetance to Etisalat Staff.
- Prepared Invoices for all the accepted FDH's by Etisalat Staff.

### **Major Tasks Performed as Quality Controller & Coordinator are :**

- Prepared KPI's report of the ongoing Etisalat Project.
- Educated & trained the Field technician as per the work requirement & Etisalat standard working procedures & policies.
- Reported to site supervisors & operations managers.
- Ensured maintained quality of work at sites.
- Prepared customer satisfaction survey reports based on tasks completed by field technicians & services provided.

### **Major Tasks Performed as Back Office Support Controller are :**

- Scheduled Jobs( Complaints/Services Orders) to field technicians ,ensured completion of jobs within the given time frame & reported to site supervisors and operations managers.
- Prepared sites faults & services order completion reports.
- Provided technical support by using software such as CBCM , FOS, PMS & GIS.

### **Major Tasks Performed as GPON Field Technicians are :**

- Provided various services provided by Etisalat such as E-Life 2P & 3P, Normal Dell line ,\_IP-PABX , ADSL-Business IP-TV to both enterprise as well as normal consumers.
- Done trouble shooting and resolving customer complaints.

### **Major Tasks Performed as ISP & OSP Technician are :**

- Laying , jointing ,commissioning , testing , termination , migration , provisioning and complaints resolver for optical fiber lines.

### **Major Tasks Performed as IT Support Assitant are :**

- Installed& configuredof various Servers & client Operating Systems .
- Installed & configured Microsoft Exchange Server 2003 & 2010.
- Installed & configured Virtual Private Networks (VPN).
- Configured Cisco 2600 series router and 2900 series switches . enabled routing protocols , created vlans, access lists, verified & done troubleshooting of basic router & switch operation on Cisco devices.

### **Formal Academic Qualification:**

- Master of Science in Computer Science from the University of Peshawar (2009).
- Bachelor of Science in Computer Science from the Gomal University D.I.Khan (2007).
- Grade-12 (Pre-Engineering) from BISE Bannu (2005).
- Grade-10 (Science group) from BISE Bannu (2003).

## **Professional Courses Certifications:**

- Completed **Project Management Professional** course training from ITHeight Training Center Lahore ( August 2017 ).
- **IOSH Managing Safely-** May-2015
- **NEBOSH-UK Internation General Certification**( National Examaniation Board in Occupational Health & Safety) Certified ( April,2015).
- Have completed 6 months **Diploma in Optic Fiber Cable**, Jointing & Transmission System & has been recognized as an OFC technician.(January 2011)
- Has been recognized as **Microsoft Certified IT Professionals® Enterprise Administrator on Window Server®2008**. (August 2011).
- Has been recognized as **Cisco Certified Network Associate (CCNA). Cisco ID is CSC011784893. (May 2010)**.
- Have completed 1 year **Diploma in Information & Technology** from BTE Pakistan. (September2007)

## **Personal Information:**

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Father Name:	Muhammad Akbar Khan
Marital Status:	Single
Nationality:	Pakistani
Date of Birth:	2 <sup>nd</sup> May , 1987.
Religion:	Islam
Driving licence UAE	Light Vehicle
Passport #	WE4115433
Visa Status	Visitor Visa (till 29 Jan 2020 Valid)

## **Languages :**

English ,Urdu & Pushto

## **References:**

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References will be provided on demand.