



Muhammad Saleem Khan

Nationality: Pakistani **Date of birth:** 06/25/1995 **Gender:** Male

Phone number: (+92) 03102875908 **Email address:** thesaleemk@gmail.com

WhatsApp Messenger: +923102875908

LinkedIn: <https://www.linkedin.com/in/saleem-khan-7b17a0176>

Home: 4th Cavalry Lane Mallroad, Peshawar Cantt, 25000 Peshawar (Pakistan)

ABOUT ME

Excellent communication and people management skills. Adept at collaborating with cross-functional teams and utilizing analytical problem-solving skills to overcome challenges. Possess excellent interpersonal, technical, communication and presentation skills. Highly motivated and adaptive with the ability to grasp things quickly.

WORK EXPERIENCE

IT Administrator

403 IT Solutions [02/29/2024 – Current]

City: Islamabad | **Country:** Pakistan

- Providing Level 1 and Level 2 support to Canadian users in adding, deleting, blocking plus assigning License in Microsoft 365 admin center.
- Adding users to their respective domains and Maintaining Records of users and their companies in Microsoft 365 admin center.
- Maintaining users and multiple companies record in IT Glue with credentials list and users accounts.
- Maintaining Servers, PC's, Printers record in Datto RMM, Diagnosing issues by Analysing System information, Patch Management, Hardware, Software, Storage, Metrics of a related System.
- Using Datto RMM to restart Server, PC and Printers, Run an audit on the device to get a detailed report of the Device.
- Using remote sessions with Datto RMM and GoTo Assist to setup user PC and local admin for a particular user and troubleshoot issues in Newstar, Quickbook and Microsoft office 365 apps.
- Managing User records enforcing Security and Compliance policy on the Microsoft Office 365 admin center, plus delegating and forwarding Emails to users, furthermore giving access to users in sharepoint and onedrive.
- Helping users to connect to VM using Azure AD and troubleshooting network issues for the user and on the server.
- Adding and Assigning users contact numbers on Telus Business Connect portal.
- Assigning Adobe Acrobat License to the users and installing in the System.
- Using Priority Matrix to create user tickets and maintain records of the users report progress on issues plus update all the incidents.
- Using Telus for users reporting issues on call.
- Using Teams to followup users on issues and update about the issues.
- Using outlook for users report issue via Email.

IT Executive

NCRi Inc [01/17/2023 – 02/14/2024]

City: Islamabad | **Country:** Pakistan

- Providing technical support to Canadian employees working remotely connected to Virtual Machine via Call, Teams.

- Configuring VPN and troubleshooting issues inside the Virtual Machine and Apps used by the employees (Citrix,TCN,ACE,Teams etc.)
- Managing LAN users facing issues connecting to VPN and RDP.
- Managing basic firewall tasks.
- Installing Operating systems such as Windows and Linux.
- Updating and installing security software on computers.
- Maintaining IT equipment, including computer, laptops, printers and projectors.
- Installing and configuring Windows and Linux and perform basic active directory tasks.
- Supervision of Server Room.
- Helping to manage servers, routers and switches
- Creating & maintaining daily incident reports.
- Escalating unresolved issues to 2nd Line Support.

Customer Sales Associate

Touchstone Communications [08/14/2021 – 07/15/2022]

City: Peshawar | Country: Pakistan

- Dealing with U.S based customers in Inventory Discussions and buying and selling of healthcare products
- Transcribing users calls and interpreting their demands.
- Using different campaigns for transcribing (ID+, HB, CSR)

EDUCATION AND TRAINING

Bachelor of Sciences in Electrical Engineering (Telecommunication)

Fast, National University of Computer & Emerging Sciences [08/15/2015 – 07/20/2020]

City: Peshawar | Country: Pakistan | Website: <https://www.nu.edu.pk>

LANGUAGE SKILLS

Mother tongue(s): Pashto

Other language(s):

English

LISTENING C1 READING C2 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Urdu

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Network concepts knowledge (NAT, DNS, DHCP, Firewall rules) / Microsoft office/ Office 365 / Microsoft Windows Server All Versions / Windows Server (2003 up to 2022 - AD, DHCP, DNS, Print, Backup, etc.) / Network Maintenance and Troubleshooting / Network Concepts (CCNA) / Cloud Computing (Google Cloud)

VOLUNTEERING

[08/10/2019] Peshawar

Fast Sports Society

[11/14/2019] Peshawar

Student Talent Expo