

Usman Ali

Contact

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Languages

English, Urdu, Pushto

Hobbies

- Photography
- Design
- Cricket

Summary: NOC engineer, maintaining computer systems, backing up data, installing equipment (like RMS installation and testing, updating key software Skilled in delivering technical support, managing network operations, and maintaining enterprise-wide area networks across multi-platform.

- Project management
- Strong decision maker
- Complex problem solver
- Team lead
- Innovative
- Service-focused

Experience

NOC Engineer - 03/2021 till Date

INNEXIV PVT Limited, Islamabad

- 24/7 Participation in NOC operations and Network monitoring
- Fault management, reporting, data analysis and issues escalations
- Rectifier/CSUs and BMS configuration and remote settings
- Hardware commissioning, testing and rectification
- Proactively used monitoring tools (Alarm dashboards, graphs and reports)
- SNMP alarms configuration, patching and testing
- Provide 1st and 2nd level support to field teams
- Sites and Servers Monitoring
- Reports and data analysis with Customer
- Analysis of reports and escalate issues regarding Application & Hardware
- Maintain Server reports and data
- Successfully performed ATPs with Customers

IT Expert - 06/2019 to 02/2021

Educational Testing and Evaluation Agency, Peshawar

- Handling of Data Server through Desktop Application
- Customer Support
- Maintain Server data base

NOC Engineer - 01/2019 to 05/2019

MOBI Serve, Peshawar

- Maintain Low Voltage and Site Outage Alarms
- Dealing with Customers.
- Maintain Server reports and data.

Technical Officer - 01/2017 to 12/2018

Duty Squad, Peshawar

- Develop project concepts and maintain optimal workflow.
- Carry out quality assurance tests to discover errors and optimize usability.

Education

Master of Science: **Engineering & Management** - 2021

Abasyn University, Peshawar.

Bachelor of Science: **Electronics & Telecom** - 2016

Sarhad University, Peshawar.