

# Ashar Khan Gauri (Network Support)

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📍 Quid-E-Azam Industrial Estate, Lahore

## Professional Summary

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Bachelor's in Information Technology (BSIT) with a comprehensive educational background along with proven success and ability to deliver an excellent service to organization.

Aspiring to gain entry and start a challenging career in IT/Network Industry where my techno-managerial skills & versatile experience can be utilized towards mutual persistent growth.

## Skills

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- Customer Service
- Network Management
- Troubleshooting
- Network Security
- Team Work
- Problem Solving
- Technical Support

## Experience

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**TECHNICAL SUPPORT ENGINEER | SYBRID (The Lakson Group of Company) Lahore** **Mar 2023 –Present**

- Experience in Windows & non-Windows Operating environment
- Networks Configuration: Ethernet, TCP/IP, TCP/UDP, LAN, WAN, Wi-Fi, Routers, Switches etc.
- Operating master consoles to monitor the performance of networks and computer systems.
- Having a good knowledge of GPON.
- Having a good knowledge of SMTP, DHCP, and DNS.
- Having a good knowledge of IP addresses.
- Having a good knowledge of OSI model and the layers of OSI model.
- Providing Technical Support to the customers

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**NETWORK SUPPORT ENGINEER (Remotely) | WEHMS | Luton, UK**

**Jan 2021 –Aug 2022**

- Experience in Windows & non-Windows Operating environment
- Having a good knowledge of SMTP, DHCP, and DNS.
- Having a good knowledge of IP addresses.
- Networks Configuration: Ethernet, TCP/IP, TCP/UDP, LAN, WAN, Wi-Fi, Routers, Switches etc.
- Troubleshooting, diagnosing and resolving hardware, software, and other network and system problems.
- Plans, implements, and supports the network and computing infrastructure plan. Manages small to medium sized projects according to agree upon budgets and schedules.
- Operating master consoles to monitor the performance of networks and computer systems.
- Having a good knowledge of GPON.
- Having a good knowledge of OSI model and the layers of OSI model.

## **Education**

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**BACHELOR OF SCIENCE (B.S.) in INFORMATION TECHNOLOGY (CGPA: 3.27/4.00)**

THE ISLAMIA UNIVERSITY OF BAHAWALPUR