



Muhammad Farhan

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Overview: Aiming to acquire a chance to work in an established Professional Organization with challenging work environment where I can have maximum learning and experience

Qualification & Professional Certifications:

- B.Sc Computer System Engineering from NWFP UET Peshawar (2005-2009)
- **PROMETRIC CERTIFICATIONS**
- **IBM CERTIFICATIONS:**
- IBM Certified Specialist - System x Technical Principles V10
- **Microsoft Certifications**
- Windows Server 2008 Active Directory, Configuring
- Windows Server 2008 Network Infrastructure, Configuring
- Windows Server 2008 Applications, Configuring
- **IBM Blade Center Certifications:**
- 1.XW5033R3.00 Blade Center Fundamentals Test 2
- 2.XW0011R3.20 Blade Center Workshop Test 1
- 3. XW5033R3.00 Blade Center Fundamentals Test 1A
- **IBM X Series Server Certifications:**
- 1.XW2001R3.00 Servicing IBM System x Servers Part I Test
- 2.XW0001R3.12 Servicing IBM System x Servers Part II Test



Experience:

1. Organization: TechAccess Pvt Limited (Islamabad)

<http://www.techaccesspak.com/>

(Dec 2009-Present)

Designation: Assistant Support Engineer

Major responsibilities are

IBM Software Handling: (IBM DSA, IBM RSA, IBM Storage software)

Product Support: (IBM Servers, IBM BladeCentre, IBM Point of Sale, IBM Storage)

Hardware Testing: (Hand on experience of automated tools for hardware testing like Dynamic System Analysis (DSA), Remote Supervisor Adapter (RSA) etc, Hand on experience on manual testing by following troubleshooting standards of IBM Hardware Manuals, Hardware, Software & Firmware troubleshooting)

1. Customer Support: (In House & Outdoor, Telephonic Support Services (Inbound & Outbound))

2. MIS Control:

3. IBM lotus Notes Configuration (Client & Server End), Microsoft Outlook Email Configuration

4. Raid Configuration of Server.

5. Hands on Experience of Windows XP, Windows Server 2003/2008, and Office 2003/2007

6. Microsoft , IBM Professional certificate

7. Installation and Configuration of active Directory.

8. Management of Active Directory.

9. DHCP

10. Making Different LAN Cable.

11. Troubleshooting of PCs

12. Troubleshooting of Software

13. Proficient in using internet and conducting internet based research

14. Configuration of switches and routers

15. implementation and support of LAN/WAN

16. Configuring CISCO based routing e.g. RIP, EIGRP, OSPF

17. VLAN implementation, VTP

18. Working on IBM Storage DS3500 (Installation, Configuration, Host Mapping)

Major Projects & Customers:

- **NTC:**
- **IBM:** Installation & Configuration of X-Series Servers in rack
- **SECP**
IBM: Installation & Configuration of X-Series Servers in rack



- **US EMBASSY:**
IBM: Installation & configuration of POS
- **MCB Roll out Project**
IBM lotus Notes Configuration (Client & Server End) from Microsoft Outlook Email all over Pakistan
 - **NTP (National Talent Pool)**
Installation of Microsoft Server 2008 in NTP
 - **AQSA**
Installation, configuration of IBM storage DS3512 to window server 2008.

Technical Skills:

- **Discipline:** Technical author
Tools and techniques: Microsoft Office
Technologies: PC Based
- **Discipline:** Testing
Tools and techniques: Dynamic System Analysis (Bootable and Operating system dependent)
Technologies: PC applications, Web-based, Mainframe
Discipline: IBM Software Hands On
Tools and techniques: IBM Serve Guide, IBM Serve Raid Application, IBM Products Update Express, ector (Initial Level), TSM Client
Technologies: Windows, IBM, Cisco

Training:

MCSE and CCNA courses Training from CISCOM Institute Rawalpindi.

References: It will be provided on demand.

