



Phone : +971-58-2918377  
E-mail : imran.yousaf.janjua@gmail.com  
Skype : imranyousaf15

### Profile:

I am a Professional Enterprise IT Engineer with more than 12 years' experience in IT industry. Have opportunity to work with HPE, DXC on ongoing operational project at University New York University Abu Dhabi, i, have excellent communication and presentation skills. Proven track record of effortlessly communicating. Ability to look past immediate stated goals, refine and gently influence stated business objectives to align with overall business vision.

### Experience:

IT Engineer at New York University Abu Dhabi: [www.nyuad.nyu.edu](http://www.nyuad.nyu.edu)

Working Under an ITIL framework based organization, responsible to accomplish tasks assigned to IT Operations and Command Center to cover 24/7. Ensure and maintains Incident, Problem, and Change records in response to alerts/events based on ITIL standards thru ITSM tools, like CAFM and Service Link i.e. ability to analyze complex situations and utilize troubleshooting skills, systems, and tools, and have presented creative problem-solving abilities under pressure and to ensure the timely resolution as per the agreed SLAs.

### Technical Support:

- Operational maintenance of systems and Network devices, to ensure fail safe operation of IT services throughout the campus. Solve issues
- Installation, configuration and maintenance of Cisco routers/switches, Wireless Access Points, Wireless controller, Cisco Prime, Cisco ISE (identity service engine).
- Configuration and maintenance of user access to wireless infrastructure, mobile access, guest access, and device authentication to more than 5000 users at a time.
- Monitoring and operational maintenance IT infrastructure, Cisco 4500 series switches at access level, 9600 series switches at distribution level, Cisco nexus switches at core level, wireless infrastructure of more than 3000 wireless cisco Access Points.
- Monitoring of university IT services thru following tools, PRTG, ManageEngine, OpManager, Application Manager, NetFlow Analyzer, Business Service Management (BSM), Qradar, Palo Alto.
- Responsible of providing systems support - involving DNS management, Backup Reporting, Backup Media Tapes Handling, LANDesk, RightFax, Operational Management of VMWare ESXi Host and Virtual machines, 3PAR storage, Cloud Computing, HPC.
- Ability to work with Cisco TAC, HPE, and DXC offsite teams located in India, South Africa, Phiplipine Bulgaria, and New York to resolve P1 issues thru Webex sessions.

## Experience:

### Network Support Engineer

University of Engineering and Technology Taxila (Pakistan) [www.uettaxila.edu.pk](http://www.uettaxila.edu.pk)

Worked as a Network Supervisor from July 2005- June 2015.

**University of Engineering and Technology Taxila (Pakistan).**

## Professional Certifications:

- CCNA 200-120 CISCO Verification ID: 423566651594FSCH
- Manage Engine ITOM Associate, Application Manager, OpManager, Netflow Analyzer

## Other Trainings and Add-ons

- MCSE – Microsoft Certified Systems Engineer [Win Server 2008/2012]
- Optical Fiber Cable (Splicing Testing) [Educational Qualification:](#)
- **Master of Computer Science [MSCS]**  
- University of Engineering and Technology Taxila (Passed with Distinction)

## Personal Details:

Date of Birth	:	15 <sup>th</sup> Nov 1982
Nationality	:	Pakistani
Driving License	:	Yes