

MANSOOR ASLAM

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Possesses over 10+ years of experience in Information Technology, highly skilled in telecommunications, interpersonal communications and team facilitation. Employs an unwavering work ethic with an insatiable desire to learn and develop professional skills.

## WORKING EXPERIENCE.

- **Xenon Solutions (pvt) Ltd. ( Karachi – Pakistan) Aug 2001–June 2004**

Worked with Xenon Solutions (Pvt) Ltd. as Network Engineer, Xenon

Solutions Pakistan's first Call Center for inbound services as well as outbound campaigns.

**Responsibilities are:**

Designed and implemented Core Network solutions, including Multihomed BGP and OSPF, for WAN/Internet Service Provider of 100+ financial clients.

Network troubleshooting and managing LAN and WAN Connectivity.

Responsible to perform routine tasks of Network engineering and infrastructure management, deployment, troubleshooting, and support.

Managed technical issues during various shifts.

Call Monitoring via application interface.

Backups scheduling and performance

Management of Supervisor and Call center agents profile using five-9 administrations.

Troubleshooting hardware and software issue.

Configuration of Cisco ATA/IP Phone (Soft, Hard)

Communication with Five-9 technical staff for troubleshooting

LAN comprising of 120 workstation in workgroup environment and 3 LAN printer's

Successfully run IT based operation for 35 seats in windows base environment. Managing VOIP equipments such as Cisco ATA 186.

Worked on SQL Server Database on Backend. Front hand Application running on VB. Managing and uploading database, Getting Reports at the day end, running multiple campaigns on SQL Server, and monitoring through MRTG, and Network Security.

Implementing third party software Radmin2.1 for remote monitoring. Troubleshooting of D-Link router and LAN switches.

- **Kuwait Airways Corporation (KAC). (Kuwait) July 2004 – Sep 2006**

Worked with Kuwait Airways Co. (International Airline of Kuwait) as an Airbus online services & Online Web Portal Administrator for Engineering Dept.:-

- Worked with Industrial Engineering and automation support department as a MIS Controller

(MAXI MERLIN System). MAXI MERLIN Department basically establishes to Monitor KAC

Hanger Operation activities etc ... Provide better performance all over the operation. KAC

Engineering, 1st time we design a ONLINE Documentation WEB Portal for Automation Support

department which is help full for the RAMP/HANGER operation , on that web Portal Higher

Management can easily manage, rectify problems and get 100% updating for the Aircraft manuals through Online Airbus/Boeing VIA WEB Portal.

A part of that, even KAC Staff easily check their status fwd their quires to the higher management

system called "Employee Interaction System",

### **AOLS System Administration:**

Tasks to be performed:

Responsible to maintain the operation of the Airbus Online server, To answer all technical queries raised by (EU) End User:-

- To analyze all in-service events to identify potential impact (including airworthiness, reliability, cost, etc), launch and progress all actions necessary to find the cause of the events and initiate/follow up development of corrective actions or product improvement with the Airbus design organization .
- To evaluate the cost impact upon the operators of various in-service problems
- To provide EU End User with relevant technical information
- To provide technical stand-by (AOLS) assistance
- To provide Engineering support to other Kuwait Airways departments.
- To ensure transfer of in-service experience and maintenance activities to the management, to other divisions of Engineering Services and Airbus design organization.
- Created detailed project plans for all major network projects to ensure management approval.

### **ONLINE DOCUMENTATION WEB DEVELOPER**

#### **RESPONSIBILITIES ARE:**

Provide support on standard network & Software based Solution.

Responsible to maintain the operation of the Enterprise Online Web portal.

Maintained and managed data (A/C Manuals, Applications, Client's troubleshooting... etc)

Daily check of Updates, Managed Database like Employees Interaction Software,

A/C Manuals Abbreviation software & staff trade software.

- **National Aviation Services W.L.L (NAS) ( Kuwait) Oct 2006 – Nov 2008.**

Worked with National Aviation services W.L.L as a Operation Controller.

(Operational Control Center).

ENGINEERING DEPARTMENT...

NAS OCC (Operational Control Center) is the center nerve center permitting comprehensive management of all handling process related to Aircraft Ground Handling.

#### **Operation Experience:-**

Efficient & effective management of daily aircraft operations

Optimize On-Time Performance and customer service delivery

Manage disruption recovery

Ensure continuous monitoring of aircraft operations directly and via communication with ATC, MCC-DGCA, MCC staffs.

Managing online LIVE AirN@v flight tracking application,

Developed/Designed and managing WEB Portal for Specific Engineering dept, Centralized All application ( Helpdesk EU Queries/ Complains, Flight Operation related Applications, Airbus Online Application through Smart Card, Maximax Application for GSE appliances and transactions, all Aircraft manuals connected with the Portal.

- **Sky Aviation Services co. ( Kuwait) Feb2009 - Feb2010**

Worked with Sky Aviation Services Co. as an Operation Superintendent Operation

Department. Managing whole Operation department, Monitoring RAMP Activity, especially on Cargo / freighter flights & Business Jet VIP Aircrafts.

**Operation Areas:-**

Ensure continuous monitoring of aircraft operations directly and via communication with ATC, MCC-DGCA, and MCC. Monitoring Whole RAMP operation, Cargo Monitoring at Civil Apron & Military Apron. Coordination with clients & fulfill their requirements. Physically Flight Monitoring to avoid delays. Operation related decisions.

- **D&H Aviation & Log. Intl (Kuwait ) Feb 2010 – Sep 2011**

Worked with D&H as a IT specialist. With more IT & Airfield Operation.

**Responsibilities are:-**

Network troubleshooting and managing LAN and WAN Connectivity.

Responsible to perform routine tasks of Network engineering and infrastructure management, deployment, troubleshooting, and support.

Backups scheduling and performance

Troubleshooting hardware and software issue.

RAMP Operations at Kuwait International Airport (CIVIL/MIL Ramp).

Authorized under Defense Distribution Center Kuwait, Southwest Asia (DDKS), Coordinate with them for the cargo/Pallets for US Military. (DBS/DFS/FedEx/UTI/UPS/DHL).

- **Matrikon Kuwait. ( Kuwait) Oct 2011 – Till Date**

Working with Matrikon Kuwait as Sr. Application System Analyst/ System Engineer.

Project: - Kuwait Oil Company (KOC) – BURGAN Collaboration Center.

**Responsibilities are:-**

. Provide System Support at End-User.

. Network Troubling shooting both Server-End (Dell Server on Windows-2008) & End-user (Dell Workstations on Windows 7 Entr).

. Working on & Setting-up Voice conferencing setup.

. Working on Creston Solution for the Visualization center. (With Support of Critical Space Solution & Honey Well).

. Implementing BARCO System. (With Support of Critical Space Solution) Currently setting-up (04) Four different places. (Like Analysis Room, Decision room, Strategic room & GEO steering room).

**On hand Trainings & Projects:**

- Implementation of BARCO DISPLAY & VISUALZATION SOLUTION.
- Onhand training over DVI/Fiber/Ethernet extender/ Racking NOC/ Cabling – DVI/Fiber-Multimode/ KVM Switch Installation.
- BARCO display projectors installation, Server installation & BARCO (CRMS) installation over workstation.
- TANDBERG Audio & Video installation for Video Teleconferencing (VTC) on different locations.
- Implement Creston Solutions for the whole collaboration control over X-panel & Wallboard (Desk/Monitors control, BARCO Wall control, Electric supply control, VTC control, CCTV control, Smart Glass control, Multitouches DiVT/NEC control etc.) Managing & troubleshooting on different locations.

- Installing DVIT SMART Board (Multitouch) on DVI Network with Smart Bridgit conferencing software & NEC Touch screens on Fiber over DVI Network.
- Worked on Airbus Online Services Application (AOLS) for Engineering Department.
- Worked on Computer Requisition Program (CRP) Help Desk Solution for Engineering Department.
- Developed ONLINE DOCUMENTATION WEB INTRANET Portal for Engineering Department.
- Hands on Training on Maxi Merlin System from Kuwait Airways Co. (KAC)

## **PROFESSIONAL TRAINING & CERTIFICATION /TECHNICAL SKILLS**

- MCP (Microsoft Certified Professional). . MCSE (Microsoft Certified System Engineer).
- MCP +I (Microsoft Cert. Pro. + internet) . MS Windows NT Admin 4.0 (Certified).
- TANDBERG Audio Science solution.
- BARCO (cms) DISPLAY & VISUALIZATION SOLUTION.  
Application / Hardware / training & troubleshooting.
- Red Hat Entr.5 (Linux) – No Certification.
- CONFIGURATION OF VOIP DEVICES, NETWORK HARDWARE/SOFTWARE BASED APPLICATION IMPLEMENTING N DESIGNING.
- INTERNET INFORMATION SERVICES. ATA (CISCO ANALOG TELEPHONY DEVICE)
- D-LINK ROUTER

## **EDUCATION**

- Masters in Science. Pakistan.
- Bachelors in Science (Hons). Pakistan.
- Diploma in Computer Software from NAV TEC Institute. Karachi, Pakistan.
- Intermediate from Govt. Gulshan College. Karachi, Pakistan.
- Matriculation from White House Grammar School. Karachi, Pakistan.

## **Personal Detail:**

- Father's Name: Aslam Hakim
- Nationality: Pakistani.
- Marital Status: Married
- Date of Birth: 09th, May 1976.
- Religion: Islam.
- Passport #: DU-1804091

## **SYNOPSIS:**

Personal Strengths Polite, Soft Spoken, Fluent & Clear communication. Excellent Interpersonal skills, effective Team Player and Can Perform independently. Good communication abilities, Flexible, Hard working and willing to learn Cutting edge-technologies. Languages have good command over written and Spoken English and Urdu. Can Speak Arabic, Punjabi and Hindi. Interests Like to travel, play cricket, Volley ball, Bad Minton, watch Football and spend leisure on Internet & more...

## **References:**

Available upon request.