



## Ahmed Naveed

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**Gender:** Male **Date of birth:** 08/10/1997 **Nationality:** Pakistani

### WORK EXPERIENCE

[ 01/10/2022 – Current ]

#### Automation Operations Engineer

##### *Ericsson*

**City:** Hamburg

**Country:** Germany

- Troubleshooting equipment
- Performing tests across a range of complex systems
- Understanding how to control software works, including robot systems
- Creatively solving automation problems and tailor solutions to client needs
- Resolving network problems or issues of communication between control networks and business objectives
- Providing technical support to on-site engineers and technicians
- Exploring and implementing new ways to automate systems.
- Designing and testing automation equipment and processes.
- Programming new automated components.
- Identifying quality issues and writing reports

[ 01/06/2021 – 03/01/2022 ]

#### IT Desktop Support Engineer

##### *Aptive*

**City:** Frankfurt

**Country:** Germany

- o Execution of 1st and 2nd level support by phone, email and remote
- o Prioritization, classification and documentation of disruptions in the ticket system
- o Windows 10, Office 365, Outlook
- o Transmission of faults to downstream units
- o Maintenance and documentation in the knowledge database
- o Prepare reports on the connection processes in the units of the company "Aral tank stelle".
- o Connect the necessary cables to the Bos PC printer
- o Connect the payment boxes to the switch I installed and configured to work with the new internet system poe switch and non-poe switch
- o Install Internet access points outside and inside the station "Aral"
- o Connect them to the internet in the new system and also on the station manager's phone
- o Development with PowerShell and automation with PowerShell
- o Microsoft infrastructure:
- o Consulting and implementation of Microsoft projects/migrations and support
- o Technical focus on MS Windows Server, Azure, Exchange, AD, System Center (SCCM, SCVMM)

[ 08/11/2018 – 05/06/2020 ]

#### Technical Support Engineer,

##### *Cargill*

**City:** Berlin

**Country:** Germany

- o Development of web applications with Java and Liferay 7.1 DXP
- o Requirements analysis and application design
- o Application development with Java script, MySQL
- o Technical Support
- o Front-end and back-end development of applications using Liferay, JQuery, MySQL.
- o Troubleshooting with the JIRA system
- o Development of web applications for customers of the financial company AXA Insurance using Java, Life ray, Spring, JQuery, Java script.
- o Web application maintenance.
- o HTML5, CSS3, Bootstrap layout.
- o XML, JSON, API data processing.

o Development and maintenance of websites with Liferay DXP 7.1 for the company TELEFONICA ESPANA for the new franchise TUENTI Peru, Ecuador and Argentina of an important telecom customer called Movistar, all developed with Java, Liferay DXP 7.1 with structures and templates and where also technologies like Java script, Jira, Scrum and Post as well as MySQL integration of the external services offered by the customer, such as a Web Exchange Service

(SOAP), under the Scrum working method with direct decision of the product owner.

o advise users

Vocational training Website development

o IES Vistaalegre (madrid)

o State-recognized Diploma Data base Oracle/Sybase Programmer(Spain)

o Repair and update of diploma computers. (Enable Google)

o Currently studyingExchangeServer2010

CertifiedWindows7, Configuration

[ 02/12/2013 – 04/12/2014 ]

## **Technical Support Engineer**

### ***Siemens***

**City:** Berlin

**Country:** Germany

o Providing technical support to customers primarily by phone, email, in person and remotely

o Logging of customer and employee inquiries in the tracking system

o Ensure users are up to date at all times

o Updating the tracking system when an issue has been escalated or resolved

o Training of customers and new employees on the use of computer programs and systems.

o Strong and solid experience with integration, implementations, network, hardware, system administration.

o Databases, security, software testing, web development,

o Remote support, customer support including project management and reporting.

Strong desire to help others.

o Strong organizational, planning and prioritization skills.

o Ability to work in an environment with frequently changing priorities and as an integral part of a team.

o Self-motivated work ethic and extreme willingness to learn.

o I like to face challenges and choose diligently for my work.

o I have knowledge of using the ticketing software (creating a ticket, receiving tickets, opening the ticket, resolving the ticket and closing tickets).

o Install, configure and troubleshoot Windows based operating systems, Microsoft Office and Mac/Apple based operating systems.

o Deploy and troubleshoot end-user computing devices, including laptops, desktops, printers, and wireless devices.

o Ensure cloud printing devices are configured throughout user's system and help users connect to network printers when needed.

o Fixes related issues.

o Set access to TCP | IP Secure where new static IP addresses can be configured for this VLAN.

- o Identify and fix all network problems
  - o Patch network ports for users (on-premises)
  - o Upgrading network devices (routers and switches) for better performance.
- Ticketing system service now Extensive knowledge service Now

## EDUCATION AND TRAINING

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[ 02/01/2018 – 19/10/2021 ]

### BS COMPUTER SCIENCE

***Karachi Of University***

**Address:** Main University Road, Karachi, 75270, Karachi, Pakistan

[ 03/04/2014 – 04/04/2016 ]

### PRE-ENGINEERING

***Dawn Public Higher Seconder Collage Gambat***

**Address:** EXCHANGE ROAD, near Civil Hospital, Gambat, Khairpur, Sindh, 66070, Gambat, Pakistan

[ 05/02/2012 – 04/04/2014 ]

### MATRIC

***Ever Shine Collage Gambat***

**Address:** EXCHANGE ROAD, near Civil Hospital, Gambat, Khairpur, Sindh , 66070, Gambat, Pakistan

### IT Diploma

***Indus Valley Gamabt***

**Address:** 66070, Gambat, Pakistan

## LANGUAGE SKILLS

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**Mother tongue(s):** Urdu , Sindhi

**Other language(s):**

### English

**LISTENING C1 READING C2 WRITING C1**

**SPOKEN PRODUCTION B2 SPOKEN INTERACTION C1**

### German

**LISTENING B2 READING B2 WRITING B2**

**SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2**

## DIGITAL SKILLS

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Microsoft Office | Microsoft Word | Microsoft Powerpoint | IT Specialist | Windows 10 troubleshooting | Network Troubleshooting | Operating system Windows | Active Directory. | Active direktory (kontu administrana atskaites veidoana)