



Shahroz Asghar



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Phone number: (+92) 3087000716

Gender: Male **Date of birth:** 01/07/1996 **Nationality:** Pakistani

ABOUT ME

I am an energetic individual in the field of Computer Sciences seeking opportunities to challenge myself thus polishing my intellect to achieve more. Dedicating myself to my workplace is one of the core principles I believe in. Given the chance, I ensure I can carve out the best of myself as quick learning and team working are skills I solemnly possess.

EDUCATION AND TRAINING

[27/07/2015 – 01/12/2019] **Bachelor in computer science**

South Asia University

[15/09/2013 – 12/09/2015]

I-Com (HSSC)

BISE Lahore

[02/02/2002 – 25/07/2012]

Matric (Science)

Society Public School

WORK EXPERIENCE

MCB ISLAMIC BANK, Data Center (IT Group) Lahore, Punjab

Officer - ADC Channels (Digital Banking and ADC), July 2022 to 31 May 2024

- Actively monitor installed ATMs performance and up time.
- Resolution of ATMs Complain in Management System Complaints on daily basis.
- Responsible for timely resolving SBP ATM related Complains if any reported.
- Responsible for timely reporting to SBP on daily basis in Holidays.
- Provide support to addition cell numbers of ATMs related SMS on IRIS.
- Responsible for EJ Monitoring and coordination with branches for related matters.
- Responsible for efficient monitoring services of Bill payments, 1link, SMS alerts, all services.

- Monitoring of ATMs through (IRIS), provide first level support to the branches regarding ATM issues and do coordinate to branches, vendors and different departments of Bank for smooth working of ATM Operations.
- Call logging and follow up with vendors (Diebold, NCR) for ATM's Complain.
- Coordinating with Network team for support of connectivity Complaints resolution to minimize impact to customers and internal users in coordination with end users, team members, management, vendors, and other internal IT teams.
- Maintain uptime of All ADC application (IRIS, UBPS, Call Center) □ Coordinate with Admin for new ATM installations.

Internship (MCB Islamic Data Center) April 2022-July 2020

System Administrator and IT Automation

City: Lahore Country:

**Pakistan Business or
sector:**

Information and communication Main activities and responsibilities are following:

- System Administrator. □ Active Directory.
- Cisco Appliances
- Provide support in managing messaging (Email) and domain infrastructure.
- Active directory (Windows server 2016, 2012) Exchange server.
- Kaspersky End point security.
- Provide support in WSA, ESA & SMA

AZZ Medical International Jan 2021-Dec 2022

IT Support

City: Lahore Country: Pakistan

Main activities and responsibilities:

- Monitor and Maintain the computer systems and networks,
- Installation Hardware and software Planning and coordinating administrative procedures.
- Maintained the Attendance machine.
- Maintained the all-important credentials.
- Installation and administration of servers.
- Troubleshooting Computer Hardware and software problems.
- Setup and installation of software on end user systems.

Training WordPress

WordPress Developer Beginner level City:

Lahore Country: Pakistan

Main activities and responsibilities:

- Theme and plugin installation.
- Plugin development.
- Drag and drop
- Stay abreast of new developments in software, trends
- Conducting website performance test
- Social Media **Campaign** and Advertisement

HOBBIES AND INTEREST -

- Cricket
- Leading Team in University Tenure.
- Participate in sport Festival
- BNU Bestival winner
- Athlete
- Participate in Youth Festival
- Winner in youth Festival
- School winner Certificate in Race
- Travelling Tour guider
- Audience Catch
- Ruuning Travel Agency

REFERENCES

References available upon request