# Curriculum Vitae

## Personal Information

Full Name: Esmatullah Faizi

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## Professional Summary

Energetic and skilled Computer Science graduate with hands-on experience in network support, technical troubleshooting, and customer service. Experienced in installing and configuring PtP, PtMP, and backbone wireless links, as well as evaluating and maintaining technical equipment. Strong ability to diagnose and resolve network issues both remotely and on-site. Committed to providing prompt support and ensuring high-quality service delivery for clients and partners. Seeking to join Western ISP & ICT Solutions Services Company as a field network technician to contribute to reliable and scalable network infrastructure.

## Education

Bachelor of Computer Science
Kandahar University — Graduated: 2021
Relevant Courses: Database Management, Computer Networks, Programming (C++/Java), Project Management

## Work Experience

Archive Clerk
National Electronic Tazkira Office – Farah
August 13, 2023 – Present

- Maintained and updated electronic Tazkira records with high accuracy.
- Conducted quality control for data integrity and consistency.
- Assisted the public with inquiries and technical support.
- Worked closely with the IT team to streamline archiving systems.
- Protected sensitive information and ensured data confidentiality.

Freelance ICT Technician (Informal Work – 2022 to Present)

- Installed and configured PtP, PtMP, and backbone links (Airfiber, Microwave).
- Mounted network devices on telecom towers and ensured optimal alignment.
- Installed and configured routers, switches, racks, and other networking hardware.
- Diagnosed technical office equipment, resolved issues, and integrated them into networks.

- Conducted client visits to troubleshoot and resolve connectivity problems.
- Maintained detailed logs of customer issue resolutions and shared resolution timelines.
- Delivered user training and guidance materials to optimize customer use of services.
- Performed proactive site inspections to ensure the reliability of installed links.
- Provided improvement recommendations for network infrastructure.

## Technical Skills

- Office Applications: Microsoft Word, Excel, PowerPoint
- Network Installation: PtP, PtMP, Airfiber, Microwave
- Networking Devices: Routers, Switches, Racks (installation & configuration)
- Troubleshooting: On-site and remote diagnosis and repair of technical faults
- Databases: MySQL, SQL Server
- Programming Languages: C++, Java (Basic)
- Networking: IP addressing, routing, switching (basic)

## Soft Skills

- Effective communication and teamwork
- Problem-solving and technical decision-making
- Time management and multitasking
- Strong work ethic with attention to detail

## Languages

- Dari (Fluent)
- Pashto (Native)
- English (Fluent)

## Certifications

- English Language Certificate – Farah Afghan Training Center
- English & Computer Skills Certificate – ELCLC, Kandahar University
- Internship Certificate – Kandahar University
- Computer Programs Training – Help the Afghan Children Organization

## References

Available upon request.