

MOHAMMAD TARIQ

TEAM LEAD AS A CUSTOMER SUPPORT IT ENGINEER

(IMMEDIATE JOINING)

CONTACT

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SUMMARY

Senior Technical Engineer Team Lead with **30+ years** of international experience in **Telecommunication Systems, IT Infrastructure, LAN/WAN Networking, and Financial Technology Solutions**. Strong background in **Cisco Networking (Routing & Switching), enterprise client support, and system integration**. Proven expertise in **banking platforms, trading systems, telecom solutions, and enterprise-grade customer support**.

SKILLS

PROFESSIONAL

- IT & Telecom Infrastructure Consulting
- Financial Services & Trading Platforms (Reuters, LSEG)
- Client Technical Support, SLA Management, Incident Resolution
- Enterprise Client Support (Banking, Media, Brokerage)
- System Integration & API Deployment
- LAN/WAN Design & Cisco Networking (CCNA-level)
- International Client Engagement & Training
- Business Development & Partnerships
- Telecommunication Systems, PABX, RF, Leased Lines
- Financial Data Platforms, Trading Systems, Reuters/LSEG Terminals

WORKING EXPERIENCE

TEAM LEAD TECHNICAL ENGINEER CUSTOMER SUPPORT

Reuters (Now LSEG) | Dec 1993 – Dec 2024

- Delivered end-to-end client technical support for banks, brokerage firms, and media houses, ensuring uninterrupted financial data delivery and trading operations.
- Managed real-time financial data systems, trading platforms, API integrations, and secure connectivity between client systems and Reuters/LSEG global networks.
- Performed LAN/WAN network configuration, router & switch setup, VPN implementation, and connectivity troubleshooting to guarantee high system availability.
- Configured and supported firewalls, data centers, and enterprise network security policies to protect sensitive financial data.
- Oversaw data center operations including server configuration, storage management, system upgrades, and performance monitoring.
- Ensured compliance with international financial standards (AML, KYC, T24, data privacy regulations).
- Provided 24/7 mission-critical support with rapid incident resolution, minimizing downtime and ensuring SLA adherence.
- Collaborated with global technical teams on data center expansions, product rollouts, upgrades, and regional deployments.
- Conducted client training, onboarding, and technical workshops to strengthen adoption and reduce support tickets.

- Compliance: KYC, AML, T24
- Banking Interfaces
- Cross-Border Client Management (APAC & GCC)

EDUCATION

- **BACHELOR'S DEGREE**

Karachi University

- **DIPLOMA IN ELECTRONIC ENGINEERING**

Karachi Polytechnic Institute

CERTIFICATIONS

- **ADVANCED TECHNICAL TRAINING**

Reuters International Programs
(Singapore, India, Sri Lanka)

- **DIPLOMA IN ELECTRONIC ENGINEERING**

Karachi Polytechnic Institute

- **CISCO NETWORKING**

(LAN/WAN, Routing & Switching, CCNA-level)

COMMUNICATION ENGINEER

DATEL Pvt Ltd | 1987 – 1992

- Designed, installed, and maintained telecommunication, networking, and data center solutions for corporate and government clients.
- Configured LAN/WAN networks, leased lines, RF communication links, and PABX systems to meet enterprise requirements.
- Assisted in data center installations including server setup, structured cabling, and environmental controls (power, cooling, backup).
- Conducted network design, capacity planning, and technical site surveys to ensure optimal system performance.
- Prepared engineering reports, technical documentation, and system recommendations for clients.
- Implemented network troubleshooting, fault isolation, and preventive maintenance to ensure service continuity.
- Coordinated with vendors and internal teams to deliver projects on time and within budget.
- Assisted in transition from analog to digital communication technologies, playing a key role in telecom modernization initiatives.
- Provided technical training and knowledge transfer to junior engineers and client IT staff.