Syed

IT ASSISTANT at HIGHWAY MEDICINE COMPANY

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company. Currently looking for a suitable IT support position with a ambitious company or organisation.

Syed.328798@2freemail.com

 Strengths & Skills

 TECHNICAL SUPPORT

 HelpDesk

 Networking

 Microsoft Office

 Customer Support

 Interpersonal Skills

Hardware

#  Academics

## Title Institute Date

System Support Networking & Hardware Unique Institute Of Technology, Lahore 2017

2 Months Training Customer Services & Communication skills training.

CATCOS INC, Karachi 2005

1 YEAR diploma in Information Technology Pearl Computer institute, Karachi 2001 6 MONTHS ORACLE Certification (R.D.B.M.S) Pearl Computer institute, Karachi 1999 Bachelor's Of Commerce University of Karachi, Karachi 1999

3 months training course in IT ICT INSTITUTE OF TECHNOLOGY, Karachi 1998

Intermediate in Commerce GOVT PREMIER COLLEGE, Karachi 1995

Matric in Science Group OXFORD HIGH SCHOOL, Karachi 1993

#  Experience **13** years

## Company Designation Duration

Genius Computer Systems I-T service provider at University OF Hail

Pakistan Telecommunication Company Limited ( Pakistan )

IT Technical Support Executive Oct 2009 - Jun 2015

IT Support Executive Feb 2007 - Jun 2009

## 5.7 years

**2.3 years**

PAKTEL / INSTAPHONE CELLULAR NETWORK Customer Service Officer Jun 2005 - Nov 2006

Netsol internet service Provider Customer Care Officer Feb 2002 - Dec 2004

## 1.4 years

**2.8 years**

 Work History

**Genius Computer Systems I-T service provider at University OF Hail**

**Oct 2009 - Jun 2015 (5.7 years)**

**IT Technical Support Executive Hail, Saudi Arabia**

Worked as an IT Technical Support Executive. Providing technical support to clients.

Installed and configured various peripherals: scanners, modems, printers, and digital imaging devices. Installed, diagnosed and upgraded computer systems and software.

Ability to convey technical solutions in a clear and concise manner Installing and configuring computer hardware systems and software.

Assisting the network manager with support requests.

Undertaking analysis, diagnosis and resolution of client problems via phone, e-mail & face to face contact. Raising & maintaining complain tickets and problem records.

Imaging of different Operating system on Pc. Analysis and troubleshooting PC hardware . Familiarized with PC hardware and software .

Responsible for supporting: Windows XP/Vista/Windows 7, Windows 8,Office 2003,2007 and 2010. Troubleshoot computer equipments, multi function computers, printers etc.

Distinguished from the computer software that executes within the hardware. Escalating unresolved problems to other support staff.

Taking ownership of problems and tracking them to a successful conclusion.

**Pakistan Telecommunication Company Limited ( Pakistan )**

**Feb 2007 - Jun 2009 (2.3 years)**

**IT Support Executive Karachi, Pakistan**

Responsible for maintaining quality of service by escalating complaints to concerned Departments. Managing over 300 Seats Users in terms of all kind of software, technical & Hardware Support.

Managed and Administered Windows XP and Windows 7 workstations and laptops. Desktop application support O/S worked on (Windows XP, Windows VISTA & Windows 7. Assistance with training of staff and compiling procedural documentation.

Created and implementation of user based policies and restrictions for contact center Workstations. Network deployment and troubleshooting to all workstations.

Ghost making and installation on various model of workstations remote and on site .

User Administration (ZTE Agent Management. Installation and configuration of FT and ZTE contact center Applications. Installation and maintenance of FTP Server For ease of access sharing files.

Outlook Installation/configuration and troubleshooting Hardware.

Install, repair, maintain, and upgrade desktop and notebook computers as well as printers.

**PAKTEL / INSTAPHONE CELLULAR NETWORK**

**Jun 2005 - Nov 2006 (1.4 years)**

**Customer Service Officer Karachi, Pakistan**

As a Customer Service Officer, I answered phone questions and worked as part of a team to solve problems that customers had.

I also directed customers to places where they could find answers to related questions and helped provide good customer satisfaction. Ensures and provides quality service to both internal and external customers.

**Netsol internet service Provider**

**Feb 2002 - Dec 2004 (2.8 years)**

**Customer Care Officer Karachi, Pakistan**

Selling internet accounts, solving billing issues and providing technical support .

Participates and provides expertise as a member of the customer service’s departmental team.

The team's objectives are develop and recommend changes to existing methods and systems to increase the accuracy, efficiency and responsiveness of the customer service department.

Awards

Best I-T Support Performance Award Deanship Of Preparatory Year ( University Of Hail ) 2015

Project Completion Award DEANSHIP OF I-T & E-LEARNING ( University Of Hail ) 2015

Industries

Information Technology

Call Center

Importers/ Distributors/Exporters

Functional Areas

Client Services & Customer Support

Operations

Languages

Urdu - Native

English - Medium

Arabic - Medium

Hobbies

Reading Books

Playing Cricket

IT Equipments