

**ZAHID**

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**CAREER OBJECTIVE:**

To work for an organization which provides me the opportunity to improve my problem solving skills and knowledge to growth along with the organization objective.

**CAREER PROFILE:**

A Technology driven professional with over 6 years of experience in **IT Technical and Helpdesk Support**. Extensive experience of working at the End User Support. I have a good hand on providing Network support and maintenance. Ability to provide support on Android, iOS and Blackberry mobile platform. I have a good knowledge of all Operating Systems and Office applications. I have a strong customer service and good communication skills.

**TECHNICAL SKILLS:**

* **Help Desk Support:** Respond to requests for Technical assistance and log all Help Desk interactions
* **End User Support:** Diagnosis and resolution of hardware and software problems on Desktop side
* **Field Support:** Remote and physical support to field users regarding Internet and PC issues
* **Local Area Network (LAN) :** Support for all Network related problems
* **User training & Support:** IT training to staff regarding usage of IT equipment and software
* **Hardware:** Laptop, Desktop, Multi-function Printers, Digital Senders, Network Switches and Wifi Routers
* **Software:** Microsoft Windows and Office all versions, Adobe Reader and other office used applications
* **Mobile Platform:** Support on Android, IOS and Blackberry mobile platforms for configuration

**PROFESSIONAL WORK EXPERIENCE:**

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**Organization:** **UNMOGIP – UNITED NATIONS, Islamabad, PAKISTAN**

(United Nations Military Observer Group)

**Tenure:**  Nov 2015-Apr 2016, Oct 2013-Jun 2014, Jul 2012-Dec 2012

**Designations:** IT ASSISTANT

**Responsibilities:**

* Perform desktop support services – identify, diagnose, research and resolve technical problems
* Resolution of wide range of problems over the Help Desk
* ­­­­­­­­­­Troubleshooting and support of Hardware (PCs, Laptops, Thin Clients, Mobile devices, Multi-function Printers and Digital Senders), Network Switches / Wireless Access Points and Software problems
* Involved in user data / system backup, data recovery, computer imaging and hard disk support
* Managing and troubleshooting the client versions of Symantec Endpoint Protection
* Provide basic training to End User on the use of standard systems & applications
* Documentation of all IT related equipment installed and software licenses
* Assist the IT / Network Administrators on day to day operational work
* Organizing seminars and international workshops
* Other related duties as required

**Achievements:**

* Successfully deployed latest IT equipment in Head Quarter and Field Stations
* Complete Network maintenance at Head Quarter and Field Stations

**Organization:** **SEECS – National University of Sciences and Technology, Islamabad, PAKISTAN**

****(Pakistan Top Engineering University)

**Tenure:**  Nov 2007 – Jun 2012

**Designations:** IT TECHNICIAN

**Responsibilities:**

* Technical and Help Desk support
* Installation and repairing of IT equipment
* Troubleshooting and configuration of Wireless Access Points
* Organizing seminars and workshops
* Documentation and file work

**Achievements:**

* Team player in successfully established new IT Labs

**ACADEMIC EDUCATION:**

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| **DEGREE** | **EXAMINING BODY:** | **YEAR** |
| Bachelor of Science in Computer Science | Al-Khair University, AJK, PAKISTAN | 2013 |

**ADDITIONAL SKILLS:**

* Cohesive, hard-working, self-motivated Team Player having fast learning curve
* Able to work under Pressure
* Adaptability to all sort of Working Environments
* Possess excellent written and verbal Communication Skills
* Ability to work shifts and weekends – occasional overtime/overnight
* I am noted for being hard-working, self-motivated, initiative and eager to learn
* I am a self-starter and motivated to organize tasks and take ownership until completion

**PERSONAL INFORMATION:**

**Date of Birth** : 13th April 1981

**Driving License** : **Pakistan**

**Religion**  : Islam

**REFERENCES:**

* Can be furnished on request.