Izhar
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**Personal statement**

A highly experienced and competent IT Support technician with 2 years’ experience in a variety of office based environments. A level head and rational approach to problem solving leads to reliability and fast solutions to IT technical issues. Ability to explain procedures in a practical and user friendly way means that many IT problems can be solved via the telephone.

**Core skills**

* Vast experience in IT problems and solutions
* Fully experienced in providing and maintaining IT security across large networks
* Workload and time management
* Broad knowledge and experience of all IT operating systems

**Employment history**

**IT Support Technician – Precise Technology Peshawar Pakistan**

*(*7 Jan - 2016 – 10 Jan -2017*)*

Working in a busy office environment, leading the technical support team of over 150 employees.

**Duties**

* Being first point of call for all IT issues
* Logging faults and managing response times
* Diagnosing and resolving problems efficiently
* Maintaining the integral security of business networks
* Ensuring all hardware operates at its optimum level with latest updates and patches
* Distributing relevant jobs to junior staff members and providing support when required

 **IT Support Technician – PHSA Peshawar Pakistan**

*(*14 Feb - 2015 – 20 Dec 2015*)*

**Duties**

* Manning the IT help desk and providing instant solutions to IT issues
* Running diagnostic checks and servicing essential IT hardware
* Explaining complex IT issues to non-technical employees
* Identifying and solving IT problems and logging them into the relevant databases
* Installing new systems for all employees
* Providing training for all users
* Repairing and upgrading hardware and ensuring all computers were fully operational
* Creating and maintaining accurate database of all pending and resolved IT issues

**Education**

* MCS in the session of 2012-14 from Department of Computer science City University of science and information technology Peshawar Pakistan.
* BSC in the session of 2010-2012 from university of Peshawar Pakistan.
* HSSC in the session of 2008-10 from BISE Peshawar Pakistan.
* SSC in the session of 2007-08 from BISE Peshawar Pakistan.

**References**

Available upon request.