**MUHAMMAD.359220@2freemail.com**

**MUHAMMAD**

**CAREER SUMMARY**

A confident and reliable Technical Support Engineer with 3 years of experience in working with Computers, Administration, Service Desk and resolving any support issues.

 Proven ability to administrate and control the operation.

Expertise to configure and maintain the computer based information systems. Ability to multi-task under pressure.

Excellent communicator and ability to relate well with people at all levels. Flexibility of working well as part of a team and independently.



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|  |  | **PERSONAL INFORMATION** |  |
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|  |  |  |  |  |  |
|  | Religion: |  | Islam |  |  |
|  |  |  |  |  |  |
|  | Date of Birth: |  | 6th January 1992 |  |
|  |  |  |  |  |  |
|  | Nationality: |  | Pakistani |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  | Gender: |  | Male |  |  |
|  |  |  |  |  |  |
|  | Marital Status: |  | Single |  |  |
|  |  |  |  |  |  |



**EDUCATION**

|  |  |
| --- | --- |
| **University of Education Lahore, (Multan Campus), Multan.** | **(2014)** |
|  | **BSc IT (Hons.)** |  |
|  | First Division |  |
|  | **Bise D.G Khan.** | **(2009)** |
|  | **F.S.C (Pre-Engineering)** |  |
|  | First Division |  |
|  | **Bise Multan.** | **(2007)** |
|  | **Matriculation (Science)** |  |
|  | First Division |  |



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|  |  |  |  |  |  | **EXPERIENCE** |  |  |  |  |  |
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| **DIYAR GROUP of Companies, IRAQ** |  |  |  |  | **(Jan2016-Present)** |  |
| **Assistant Engineer IT** |  |  |  |  |  |  |  |  |  |  |
|  |  | Major responsibilities: |  |  |  |  |  |  |  |  |  |
|  |  | Provided functional and technical support, troubleshooting and diagnosing hardware and software problems. |  |  |
|  |  |  |  |  |  |
|  |  | Manages Windows network (users, computers, printers, etc) with Active Directory. |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  | Responsible for managing and maintenance of networks. |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |
|  |  | Functions as a 'Help Desk' representative to answer various levels of information | technology questions from users |  |
|  |  | demonstrated by monitoring and maintaining request/resolution information. |  |  |  |  |
|  | Provide Sys Admin Support as required and maintaining connectivity to the internet. |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  | Administrates, supports systems, networks, and application infrastructure. |  |  |  |  |  |  |
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|  |  | Software Implementation / Maintenance. |  |  |  |  |  |  |  |  |
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|  |  | Maintain Technical Documentation. |  |  |  |  |  |  |  |  |  |
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|  |  | Setup and run servers. |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Deploy and configuring PCs, Workstations and Laptops. |  |  |  |  |  |  |
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* Outlook configurations and support . 

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| **SYNCTECHO SOFT, PAKISTAN (LAHORE)** | **(Jan2015-Dec2015)** |  |
| **I.T Support Officer** |  |  |
| Major responsibilities: |  |  |
|  |  | Helping clients with regards to technical issues with our widgets. |  |  |
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| --- | --- | --- | --- |
|  | Answering questions from customers and prospective customers about the features and capabilities of our widgets. |  |  |
|  |  |  |  |
|  |  | Working on | Software’s | as **HRMS/PAYROLL, PRODUCTION & POINT OF SALE, INVENTORY, and** |  |
|  |  | **ACCOUNTS**. |  |  |  |  |  |  |  |  |
|  |  | Team Management. |  |  |  |  |  |  |  |
|  | Project Implementation within time. |  |  |  |
|  |  |  |  |  |  |
|  | User’s Requirement, Amendments and discussion about Project. |  |  |
|  |  |  |  |  |
|  |  | Look after queries on daily basis. |  |  |  |  |  |
|  |  |  |  |  |  |  |

* Visit customers for Satisfaction Analysis of the product 

**GMECO, PAKISTAN (MULTAN)** **(Nov 2013-Dec2014)**

**Administrator**

Major responsibilities:

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* 
* 
* 
* 
* 



Plan, develop and present training to increase overall capabilities of users of the installed computer equipment.

Providing hardware and software support. 

Responsible for all backups of the company. 

Hardware and networking troubleshooting and maintenance. 

Meet with clients. 

Project Co-ordination. 

Maintain technical reports. 

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**KEY SKILLS AND COMPETENCIES**

Microsoft Office (Word, Excel, Power point, Outlook).

Knowledge in Windows 2000/2003/2008 networking environment. Configuration and Managing of Servers and Workstations.

Extensive knowledge in Computer Hardware/Software. Good troubleshooting skill.

Highly organized with a passion for IT and Excellent Customer Service. A positive, high energy team player.

Complete the tasks with good Management in time. Self-confident and work oriented.

Excellent written and verbal communication skills. Good analytical skills.

Customer service and retention skills. Challenging and responsible.



**AREA OF INTEREST**

Technical Support.

Information Technology. Administration.

Management.