**Shahroze**

**Shahroze.363024@2freemail.com**

**Summary**

Very technical IT Support Technician has terrific troubleshooting and good interpersonal skills to assist customers with computer issues. Possesses a thorough knowledge of computer hardware and software applications. Experienced CCTV IP Installer with knowledge of all sorts of security system installation needs. Has four years of experience working as an IT Support Technician and industry experience in installation of CCTV and maintenance of installed systems.

**Highlights**

* Excellent telephone skills and good ability to use Remote Access
* Good analytical and troubleshooting abilities
* Strong knowledge of viruses application glitches and hardware issues
* Patient and able to walk customers through troubleshooting and repair process
* Good understanding of installations and updates
* Good understanding of Networking, Network Security, PABX and Access Control System
* Understands advancements in technology with CCTV systems
* Good technical understanding and ability to explain to customers
* Able to inspect locations to find best installation areas for cameras to be installed
* Excellent communication abilities
* Good customer-service skills
* Keeps abreast of changes in technology
* Proficient in computer programs and able to type 40+ words per minute
* Good organizational abilities

**Work Experience**

**Desktop Support Technician Feb, 16 – Jan, 17**

**Ovex Technologies Lahore, Pakistan**

* Provided technical assistance to customers on inbound telephone tech support calls.
* Used remote access to perform troubleshooting when needed.
* Assisted customers with anti-virus program installations and virus removals.
* Used good problem-solving skills for troubleshooting problems.
* Used great customer-service skills.
* Provide all type of desktop support including windows, MAC and smarts phones.

**Telesales Representative Nov, 14 – Dec, 15**

**Commserv Lahore, Pakistan**

* Place phone calls to potential customers to educate them on services and products offered by the company.
* Attend meetings to learn about new products and services or changes in current ones.
* Read and interpret sales reports to determine the best strategy for marketing.
* Assist in the operation of the company switchboard.

**IT Officer Dec, 12 – Sep, 14**

**H. Sheikh Noor-ud-Din & Sons Pvt. Ltd. Lahore, Pakistan**

Work As:

**IT Officer**

* Installed and maintained company's computer systems and network.
* Support and troubleshooting servers, computers, wireless, switches, printers, copiers, etc.
* Performed upgrades and installed updates.
* Completed troubleshooting and repair when computers had problems.
* Performed Fibre optic Networking, PBAX and Access Control system maintenance.
* Assisted office staff with computer application questions.
* Conducted computer technology training with all new staff.
* Recommended computer products and applications to improve productivity.

**CCTV IP Technician**

* Installed CCTV and IP systems all over the factory including parking lots inside offices, manufacturing area and over gates as requested and needed.
* Stationary and remotely controlled motion IP CCTV camera installation.
* Cat5, 5e, 6 structured cable system installation, termination, and testing.
* Made recommendations regarding where cameras should be installed according to individual building's construction.
* Performed residential installations of CCTV security systems.
* Tested all installations and setups to make sure they worked.

**Telesales Representative Jun, 12 – Dec, 12**

**BN International Lahore, Pakistan**

* Placed sales phone calls and answered customer calls.
* Compiled information from other Telesales Representatives to draft reports of monthly sales.
* Worked with superiors in bettering the system by listening to and considering customer complaints and suggestions.
* Remained current on all consumer trends relevant to services and products.

**IT Officer May, 11 – Mar, 12**

**UK Utilities Marketing Lahore, Pakistan**

* Support and troubleshooting servers, computers, wireless, switches, printers, copiers, etc.
* Software installation and application support.
* Antivirus updates and virus removal.
* Provide support to end users locally and remotely.
* Active Directory, GPO, Outlook, Backups.

**Education**

**Bachelors of Sciences Degree – Information Technology 2014 – 2018**

Punjab University College of Information Technology Lahore, Pakistan

**Bachelors of Arts 2012 – 2014**

Punjab University Lahore, Pakistan

**Intermediate in Computer Science 2010 – 2012**

Government College University Lahore, Pakistan

**Matriculation in Science 2008 – 2010**

The Educators Jinnah Campus Lahore, Pakistan

**Certifications**

**PHP – Programing Language Aug, 15 – Sep, 15**

Punjab University College of Information and Technology Lahore, Pakistan

**Skills**

* Graphic Designing
* Photography
* Web Development
* Data Entry
* Microsoft Office
* SEO(Search Engine Optimization)

**Languages**

* English: **Fluent**
* Urdu: **Native**

**References**

* Can be provided as per request.