Muhammad

[Muhammad.368095@2freemail.com](mailto:Muhammad.368095@2freemail.com)

**Personal summary**

A well-presented and coherent Helpdesk support professional with more than one year of experience of performing investigative and solving customer’s technical issues through Telephone, email and face to face. Having a proven track record in finding the root cause of the issue and solving it at the earliest.

Looking forward to an opportunity for working in a dynamic, challenging environment, which provides me with the opportunity to utilize my skills for developing my career further and for the growth of the organization

**Work Experience**

*Technomate IT services Faisalabad*

*IT Helpdesk / CUSTOMER SERVICES/REPAIRNING TECHNICAN   
March 2015 to August 2016*

Key Responsibilities

* Handling incoming incidents via the phone and e-mail quickly and effectively.
* Providing technical support over the phone to all IT users
* Diagnosing and resolving a wide range of technical issues over the phone
* Mounting calls and issues to senior managers & team leaders as per the requirement
* Updating support documentation and system
* Providing configurationally support to client desktop and networking environment

**Academic Qualification**

* Diploma in Information Technology from Belgravia College London in 2013
* High school secondary from Misali Zakariya higher secondary school 2010

**Professional Certification**

* Cisco CCNA routing and switching training from Aptech in 2016
* IELTS in 2015

**Skills**

* Professional communication skills
* Quick learner, Highly motivated and eager to learn new things
* Strong problem solving ability
* Strong motivational and leadership skills
* Commendable presentation and analytical skills

**Technical Skills**

* MS Office
* CCNA routing and switching knowledge
* Laptop & Phone Repairing Skills

**Personal Details**

**Date of Birth:** 23 Sept 1992  
**Languages Known:** English and Urdu   
**Contact Address:** Dubai UAE