 **FURQAN**

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**Career Objective**

To work in such an environment that would help me groom and enhance my professional and personal capabilities, by allowing me to implement my knowledge within the corporate sector. I always curious for competitive challenging post in an internationally reputed organization.

**Professional Summary**

**“**Proven customer support professional who has advanced quickly in all positions. Motivated to perform at peak levels and meet company goals as energetic technical support agent who provides the experience and critical thinking necessary to successfully facilitate client relations.**”**

* Solutions focused professional with **1.5 years** of experience by providing prompt and client-oriented support to end users.
* Demonstrated capacity to identify root causes and direct users to lasting resolutions.
* Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows & minimize business interruptions.
* History of continually researching products, procedures and best methods.

Give 24/7 IT Support Services

Highly computer-savvy

**Technical Skills & Knowledge\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Technical Troubleshooting
* Spreadsheet Application and Design
* Network Troubleshooting
* Active Directory Management
* DHCP Management
* DNS Management
* Wi-Fi Management
* Cable Management
* IP Addressing
* IT Asset Management
* WSUS
* IT Support Services
* Remote Application Support
* SLAs Management
* IT Service Management process
* Printers Management
* Internet Access Management
* Helpdesk Portal and Tickets Management
* Customer service expert
* Skilled multitask handler
* Flexible and adaptable personality
* Fast learner
* Analytical and critical thinker
* Coaching and Consultation
* Application testing
* Reporting
* Written and verbal communication skills
* Operating System management

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| --- | --- | --- | --- |
| **Certifications / Training** |  | **Year** | **Institute** |
| ITIL Foundation in IT Service Management (Certified)  |  | 2017 | Axelos,UK |
| NDG Linux Essentials (Certified) |  | 2017 | Cisco  |
| Cisco Certified network Associate (Training) |  | 2017 | Network Home IIT  |
| Computer Technical Support (Certified) |  | 2017 | Pragnya meter |
| Introduction to Cyber Security (Certified)  |  | 2017 | Cisco Networking Academy  |
| System Engineering & Networking (Certified)  |  | 2014 | Ace Connect Pvt Ltd |

**ACADEMIC QUALIFICATION**

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| --- | --- | --- | --- |
| **Degree’s Title** |  | **Year** | **Institute** |
| Bachelors (Hons.) in Computer Science  |  | 2017 | Air University ,Pakistan |
| Diploma In Information Technology |  | 2011 | Punjab Information Technology board |

**Professional Experience**

**Organization: Gulf Engineering and Contracting Services Pvt Ltd**

**Role: IT Support Engineer**

**Experience: March 2017 to October 2017**

**Job Description**

* Installed and configured client computers with operating systems and necessary software’s.
* Maintained and upgrade computer software, hardware, office telephones.
* Worked on troubleshooting issues and coordination with suppliers for hardware and software and Internet Services purchase.
* IT Asset and Inventory Management with Spice works Application.
* Check WSUS on weekly basis and resolve issues with problematic computers.
* Create/Delete and manage users in Active Directory
* Help Procurement department to find and procure IT related products.
* Content Filtering management for Users.
* Removable devices management for Users.
* Setup multiple platform workstations (Windows 9X, ME, 2K, XP and Linux CentOS) to test hardware and software compatibility.
* Implemented Network using TCP/IP and use Windows Server 2012 R2 to link all PC's, Network Printers.
* Guest WIFI Management – create and assign temporary guest users for Guests.
* MAC Filtering Management – Allow only trusted users to access internal network.
* File Server Management – Allow only authorized user’s access to file server.
* Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to network.

**PERSONAL INFORMATION**

**Date of Birth:** 31 December 1992

**Marital Status:** Single

**Passport validity:** 05 Jan 2022

**Visa Status:**  Visit (Expiry: 21 February 2018)

**Proficient in Languages:** English, Urdu/Hindi