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|  |  | Adnan  **desktop support engineer / Computer Operator**  Email: [adnan.388133@2freemail.com](mailto:adnan.388133@2freemail.com) |
| **PERSONAL SUMMARY**  A confident and reliable IT Desktop engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer-based information systems as well as having an eye for detail and able to multi-task under pressure.  An excellent communicator, can relate well with people at all levels and has the flexibility of  working well as part of a team and on my own.   HOBBIES Research new Technology  Traveling |  | EDUCATION **Diploma of Associate engineer electronics technology**  Completed: October 2014  Government Collage of Technology Peshawar city, Pakistan  **Diploma of Information Technology**  Completed: 2017  Technical Board of Education KPK  **Matric: 785 Marks Grade A (Science Group)**  March 2011 completedIQRA Public school Peshawar city, Pakistan  **SHORT COURSES CERTIFICATE** MS Windows, Office suite, Internet, Emails etc. Al Hasan Computer and English language center WORK EXPERIENCE **Employers: Lady Reading Hospital** Operation in charge/**Computer Operator**  2 Year Experience: Working Since 26 June 2016 Till Now.  **Employers EDHI** Operation in charge/**Computer Operator**  2 Year Experience  **DUTIES**:   * Troubleshooting’s, Printer, Fax, computers, Telephones etc. * Microsoft Windows 7/8/10 Installation, Backup * Preparing Laptop, Systems for New Staff members * Email, Outlook configuration installation, Signature updates. * Supporting users and network administrators over the telephone and by email. * Maintain the companies network infrastructure. * Networking and providing support for Windows, Macintosh and Mobiles issues. * Configuration and testing of any new hardware and software. * Travelling to client sites to help with installs, deployment, and troubleshooting. * Management of the daily data backup and retrieval scheme. * Installing and operating Windows desktop and server operating systems. * TCP/IP networking and hardware maintenance and repair. * Assistance with training of staff and compiling procedural documentation. * Assisting the network manager with support requests. * Ensure computer hardware is safe & complies with health and safety legislation. * Support by helpdesk online ticketing system to users * etc.  **SKILLS** Data Processing Software Support Computer Operations Customer Services  Languages: Read, Write, Speak | English, Urdu, Pashto Country: Pakistan |

REFERENCES

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