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|  |  | Adnan **desktop support engineer / Computer Operator**Email: 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.HOBBIESResearch new TechnologyTraveling |  | 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 centerWORK 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 ProcessingSoftware SupportComputer OperationsCustomer ServicesLanguages: Read, Write, Speak | English, Urdu, PashtoCountry: Pakistan |

REFERENCES

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Available