**RANA**

D.O.B 19Th July 1994

Marital Status Single

Email: rana-391400@2freemail.com

Position Applied: IT &DESKTOP SUPPORT TECHNICIAN / IT SALES

OBJECTIVE

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To utilize, sharpen and upgrade my skills in a growth oriented organization, my main strengths are ability to work effectively as a part of the team, my penchant for taking initiative and unshakable attitude.

SUMMARY

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* Good communication and excellent presentation and consultative skills
* A good working knowledge of all levels of helpdesk support.
* Excellent telephone manner and customer service skills.
* Able to diplomatically manage customer's expectation.
* Experience of setting up and maintaining hardware and software systems.
* Able to assimilate information quickly
* A team player who meshes well with others
* A learner with innovative attitude
* Having the ability to listen to, understand and defuse difficult situations.
* Knowledge of all Microsoft office applications and operating systems.

ITIL FOUNDATION

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**ITIL FOUNDATION**(IT Service Management).( Continue)

EDUCATION

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* Matriculation from Sir Syed boys Model high school Lahore, Pakistan.
* Intermediate from Central College Lahore, Pakistan.
* **Bachelors in Computer Science**from National College of Business Administration and Economics (NCBA&E).

**EXPERTISE SKILLS**

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* C/C++
* HTML/CSS /JAVASCRIPT
* BOOTSTRAP
* CMS(WORD PRESS)
* MS Office (Word, Excel & Power point)

**KEY SKILLS AND COMPETENCIES**

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* Highly skilled in installing, repairing and troubleshooting computer hardware and peripherals.
* Well-versed in installing windows, software, applications and antivirus.
* Working knowledge of networking devices and printers.
* B2B business.
* Sales of Computer Hardware and Software.
* Good customer service skills.
* Adept at repairing computer hardware including Windows-based PCs.
* Extensive experience in backup and image management software.
* Stamina, resilience and the ability to work well under pressure.
* Self-motivation and a competitive, results-driven attitude.
* Expert user of Microsoft Office Applications (Word, Excel).
* Ability to work without supervision.
* Demonstrated expertise in Microsoft Windows XP, Vista, 7 and 8.
* Strong attention to detail.
* Good organizational skills.
* Excellent analytical and problem solving skills.

PROFESSIONAL DUTIES

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* Providing technical support over the phone to all IT users.
* Handling incoming incidents via the phone / e-mail promptly and effectively.
* Ensuring that all call details are captured and entered in the logging software.
* Updating support documentation.
* Identifying what customers want.
* Contacting prospective customers and discussing their requirements.
* Developing & maintaining successful business relationships with all prospects.
* Dealing with customer enquiries face to face, over the phone or via email.

**PROJECTS**

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• Web engineering project an e commerce website buyzameen.com using CMS (WordPress)

=> Mid-term project was make a main page of your website using bootstrap and without bootstrap.

* **Final Year Project at National College of Business Administration & Education**

**Project name:***Drive for life (iOS game)*

**Language of implementation:** C#, Blender (for asset making)

**Platform: unity3D**

**Operating system:** IOS

**I was an assets designer of my team and I have worked on blender and adobe illustrator**

**WORK EXPERIENCE**

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1. **Al-Raziq Store** Job Title: ITSUPPORT&IT Sales

* Understanding customers' diverse, specific business needs and applying product knowledge to meet those needs.
* Ensuring quality of service by developing a thorough and detailed knowledge of technical specifications and other features of employers' systems and processes and then documenting them.
* Cold-calling in order to create interest in products and services, generate new business leads and arrange meetings.
* Kept and maintained project files.
* Generated monthly progress reports.
* Answered phones and directed calls.
* Managed incoming mail.
* Assist with planning projects.
* Presentation of the Management software using MS PowerPoint and the software
* Provide customer support.
* Meeting sales targets set by managers and contributing to team targets.
* Providing technical advice to customers on all aspects of the installation and use of computer systems and networks, both before and after the sale.
* IT sales.
* Hardware installation, testing, cleaning, troubleshooting, repair and maintenance.
* Deploy and configuring PCs, Workstations and Laptops.
* Maintenance, Troubleshooting of Desktop Pc’s, Laptops.
* Operating System Installation of Windows XP/VISTA and Windows 7.

**2:- Pak Champions Sportswear and Nutrition. Job Title: Sales Manager/ BDM**

* Supported the sales team in writing proposals and closing contracts.
* Promptly resolved all customer requests, questions and complaints.
* Developed quarterly and annual sales department budgets.
* Contacted customers by phone and email in response to enquiries.
* Closed an average of 50 sales calls each day.
* Promote the business on social media .
* Built relationships with customers and the community to establish long-term

Business growth.

* Maintain stock.
* B2B Sales .
* Keep good relation with companies.
* Maintained knowledge of current sales and promotions, policies regarding

payment and exchanges, and security practices.

* Planned and directed staff training and performance evaluations.

**3:-**Yaqoob Trader

Run my own family business of computer hardware and software sale and purchase. New and used laptops and PC.