

HAMMAD KHAN

IT Support Specialist

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PROFESSIONAL SUMMARY

Dedicated IT Support Specialist with 4+ years of experience providing technical assistance and resolving complex hardware and software issues. Skilled in troubleshooting, system administration, and network management with a strong focus on delivering exceptional user support. Consistently recognized for reducing resolution times and improving user satisfaction.

SKILLS

- **Technical Support:** Hardware troubleshooting, Software installation, Remote assistance
- **Operating Systems:** Windows (7/8/10/11), macOS, Linux distributions
- **Networking:** TCP/IP, DNS, DHCP, VPN, LAN/WAN configurations
- **Security:** Antivirus management, Firewall configuration, Security audits, Data backup
- **Tools:** Active Directory, Microsoft 365, ServiceNow, Zendesk, TeamViewer
- **Programming:** Basic knowledge of PowerShell, Python, Bash scripting
- **Soft Skills:** Customer service, Clear communication, Problem-solving, Time management

PROFESSIONAL EXPERIENCE

IT Support Technician

Tech Solutions Inc. | New York, NY

January 2021 - Present

- Provide first and second-level technical support for a company of 500+ employees across multiple locations

- Troubleshoot and resolve an average of 40+ weekly tickets related to hardware, software, and network issues
- Manage and maintain 300+ workstations and 50+ network devices, ensuring 99.9% uptime
- Implemented a new ticketing system that reduced average resolution time by 25%
- Configure and deploy new workstations, including OS installation and software setup
- Develop internal documentation for common IT issues, reducing repeat tickets by 30%
- Assist with network maintenance and security updates across the organization

Help Desk Support Specialist

Global Systems LLC | New York, NY

June 2019 - December 2020

- Provided technical support via phone, email, and remote sessions for 200+ users
- Diagnosed and resolved software, hardware, and connectivity issues
- Maintained IT inventory and asset management systems with 99% accuracy
- Created user accounts and managed access permissions using Active Directory
- Participated in the deployment of new VoIP telephone system for the entire company
- Assisted with data backup and disaster recovery procedures

IT Intern

TechStart Solutions | New York, NY

January 2019 - May 2019

- Assisted with basic troubleshooting and technical support for end users
- Performed routine maintenance on workstations and peripherals
- Helped with software installations and updates across departments
- Created basic user guides for common software applications
- Participated in inventory management and equipment setup

EDUCATION

Bachelor of Science in Information Technology

New York University | New York, NY

September 2015 - May 2019

- GPA: 3.7/4.0
- Relevant coursework: Network Administration, Database Management, Cybersecurity Fundamentals, IT Project Management

CERTIFICATIONS

- CompTIA A+ (2019)
- CompTIA Network+ (2020)
- Microsoft Certified: Modern Desktop Administrator Associate (2021)
- ITIL Foundation Certificate in IT Service Management (2022)

PROJECTS

IT Infrastructure Upgrade

- Led a team of 3 to upgrade network infrastructure, replacing outdated switches and implementing new routing protocols
- Resulted in 40% improvement in network performance and reliability

Automated Deployment System

- Developed scripts to automate Windows deployment, reducing setup time for new workstations by 60%
- Implemented using PowerShell and Microsoft Deployment Toolkit

LANGUAGES

- English (Native)
- Urdu (Native)
- Arabic (Basic)

REFERENCES

Available upon request