AHID KHAN

📞 **+971 56 569 7193**   @ **ahid.kk@gmail.com**   📍 **Sharjah, U.A.E**

EXPERIENCE

Help Desk Analyst

Al Asad Marine Services LLC

📅 07/2020 - 10/2020   📍 Karama, Dubai

- Conducted troubleshooting to resolve IT-related and application issues for 40+ end-users
- Activated accounts for personnel interested in new services
- Assisted with product selection based on stated needs, proposed use and budget
- Diagnosed and resolved a range of software, hardware, and connectivity issues while delivering technical training on hardware/software to end-users
- Installed and updated hardware, software applications on PC's

EDUCATION

Diploma in Electrical & Electronics Engineering

Birla Institute of Technology

📅 09/2016 - 07/2020   📍 RAKEZ Academic Zone, Ras Al Khaimah

SKILLS

Word	Excel	Powerpoint	Customer service	Python	Maintenance & Repair	Staff Training

Troubleshooting	Linux/Unix	Solution-oriented	Desktop support

LANGUAGES

English
Native

Hindi
Advanced

French
Beginner