

# MUHAMMAD RAZA

## CONTACT

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Lahore 

Desire to be a part of vibrant and leading organization, to assist the organizations in all aspects by utilizing all my skills, knowledge, abilities and experience with a balance of hands-on, management and leadership responsibilities.

## SKILLS

Operating Systems  
Networking  
Servers  
Administration  
Troubleshooting  
Active Directory  
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## WORK EXPERIENCE

**IT Support Officer at Servis industries Ltd.** 2023 – Present

- Operating Systems: [Windows, Mac OS, Windows Server]
- Networking: [Network monitoring & troubleshooting]
- Server Administration: [Handson experience on server management and configuration, e.g., Active Directory, Local Exchange (MDeamon)]
- Security: [Extensive knowledge of security protocols and best practices, including encryption, and antivirus]
- Troubleshooting: [I have strong ability to diagnose and resolve technical issues efficiently]
- Meeting Management (Zoom, Teams etc)
- Inventory Management
- Hardware Provisioning
- Printers Installation and Management
- MPOS Installation's
- Meeting Room and Directors room Support for Projector (Screen Sharing) and Internet Connectivity.

**Corvit** (Jul 2023 – Sept 2023)

- Network Support
- Assisted in the Setup and Configuration of Network Hardware, Including Routers, Switches, Firewalls, and Access Points, under the Supervision of senior Network Engineers. Participated in Diagnosing and Troubleshooting Network issues reported by end-users, Utilizing Network Monitoring Tools and Logs to identify root causes and implement Solutions Promptly. Contributed to the Documentation of Network Configurations, Procedures, and Troubleshooting Steps, ensuring accurate records were maintained for future reference.

## Certifications:

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solution Expert (MCSE)
- Azure Cloud

