VIDAD AHMED HASHMI

IT SUPPORT ENGINEER | NETWORK SUPPORT ENGINEER

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SUMMARY

With over 2 years in IT support, my experties in managing and supporting network infrastructure, troubleshooting network devices,ensuring seamless communication across the organization and providing technical support to end-users.Committed to continuous learning and adapting to new technologies to drive operational success.

TECHNICAL SKILLS

Active Directory	DHCP	Pfsense
Router/Switches configuration	DNS	VLAN
LAN/WAN	EC2	Window Server
Outlook Configuration	Linux/Windows	PC/Laptop Troubleshooting

PROFESSIONAL EXPERIENCE

Skans School of Accountancy   **July 2024- Present**

- Managed the installation, configuration, maintenance, upgrade and backups of Windows, Router, Server, Switches.
- Installation and Configuration of TP Link Deco Device..
- Handling user management issues.
- Managing user accounts and access permissions, ensuring data security and compliance with company policies.
- Diagnose and resolve connectivity or performance issues.
- Assisting with the setup and deployment of new devices, including computers, printers,router and switches.

ASK Development   **Aug 2023 - July 2024**

- Provided technical liaison, quality control and customer service.
- Ensure network availability using various monitoring tools such as NPM or sMonitor.
- Lease line circuits monitoring, troubleshooting, fault tracing.
- Maintaining Complaints Log.

Abacus Consulting   **April 2022 - July 2023**

- End-user supporting and troubleshooting. answering support queries via ticketing tool and email.
- Created user accounts, edited user account information, reset user passwords and removed access to thenetwork utilizing active directory.
- Configure mail accounts and troubleshoot pst issue and monitored systems in operation and quicklytroubleshot errors.

EDUCATION

Bachelor of Computer Science
University Of Central Punjab   **Sep 2016 - Oct 2020**

CCNA Training
Ezxprt   **April 2021**

Google IT Support
Courseera   **December 2023**

RHCSA
Cyberwing   **March 2025**