

Junaid Javaid Malik

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Profile Summary

Results-driven IT Support Specialist with 4+ years of experience in hardware/software troubleshooting, network administration, and system optimization across Windows/Linux environments. Adept at resolving complex technical issues, minimizing downtime, and ensuring seamless IT operations. Skilled in LAN/WAN setup, OS installation, remote desktop support, and cybersecurity practices. Certified in CCNA, IoT, and Cybersecurity, with a proven track record of delivering cost-saving solutions and improving system reliability.

Core Skills

- Systems & Networks: Windows, Linux, LAN/WAN, DHCP, RIPV2, Proxy, Remote Desktop
- Hardware & Support: Installation, Troubleshooting, Printers, OS Deployment
- Tools & Software: MS Office, Django, PHP & MySQL
- Cybersecurity: Penetration Testing, IoT Security, Awareness Campaigns
- Certifications: CCNA Routing & Switching, Microsoft Technology Associate, Cybersecurity & IoT

Professional Experience

Field Engineer — TNS Networking Solutions

Nov 2024 – Present

- Provide end-to-end IT support for clients, handling hardware/software issues, network setup, and proxy management.
- Ensure minimal downtime by proactively diagnosing and resolving critical technical problems.
- Supported deployments across multiple client sites, improving IT response times.

IT Support Specialist — PIE Classes

Jan 2024 – Nov 2024

- Delivered daily IT support for staff and students, resolving hardware/software issues.
- Streamlined troubleshooting processes, reducing average issue-resolution time.

IT Support Engineer — BCI Institution

Jul 2021 – Jan 2024

- Led cybersecurity awareness campaign, reducing security incidents by 50% within 6 months.
- Implemented an Online Attendance System, automating manual processes and saving admin hours.
- Built a cost-saving OMR sheet scanning system, replacing manual checks with software automation.

Projects

Chatroom Application (Django, HTML, CSS) — Developed a web app for real-time chat functionality.

Automatic Solar Panel (IoT Project) — Designed a system that optimizes solar panel positioning for efficiency.

Education

B.Tech (Computer Science & Engineering) — RIMT Institute of Mgmt. & Technology, 2021

12th (Science) — 2017

10th — J & K Board, 2013

Languages

English · Hindi · Urdu · Kashmiri

Hobbies

Exploring emerging technologies · Swimming · Gaming