

# Muhammad Shafiq

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Date of Birth: 01 May 2000

## Professional Profile

IT graduate with a Master's degree from BPP University and a strong foundation in technical problem-solving, troubleshooting, and user support. Experienced in working with programming languages and software tools, with the ability to assist users, resolve technical issues, and maintain systems efficiently. Highly organised, customer-focused, and committed to delivering reliable IT support services.

## Key Skills

- Technical troubleshooting and problem resolution
- Basic hardware and software support
- Knowledge of programming: Java, JavaScript, Visual Basic, Assembly
- Web technologies: HTML, CSS
- Understanding of Object-Oriented Programming (OOP)
- Proficient in Microsoft Word and basic office tools
- Strong communication and interpersonal skills
- Ability to work independently and in a team environment

## Education

- Master's Degree – BPP University, United Kingdom (2023 – 2024)
- BS Information Technology – University of Education, D.G Khan Campus (2017 – 2021) | CGPA: 3.30
- FSc (Pre-Engineering) – Punjab Group of Colleges, D.G Khan (2015 – 2017)
- Matriculation (Science) – Govt High School Pacca Shah Nawaz (2013 – 2015)

## Work Experience

- One year teaching experience at school level, providing guidance and support to students.
- Assisted students with computer-related queries and basic technical issues.
- **Security Officer – Tiger K9 Security Services Ltd**, 1 Kimberley Close, Luton, LU4 0SL
- Monitored premises to ensure safety and security of property and personnel.
- Conducted regular patrols and maintained incident reports.
- Managed access control and verified identification of visitors.
- Responded promptly to security incidents and emergencies.
- Maintained professional communication with clients and team members.

## **Languages**

- English – Conversational
- Urdu – Fluent