

Mohammad Rizwan Khan

IT SUPPORT / TECHNICAL SUPPORT EXECUTIVE • OFFICE ADMINISTRATOR

Sharjah, UAE

+971 547515315 | mo.rizwan.mca.amu@gmail.com | MoRizwanAMU | mohammad-rizwan-khan-ab7797390 | Portfolio

UAE Visit Visa —Valid till 3 April • Available for Immediate Joining.

Summary

Versatile IT professional with a Master of Computer Applications (MCA) from Aligarh Muslim University, supported by a Bachelor of Commerce (B.Com). Hands-on experience in IT support, system administration, basic networking, and office operations. Skilled in troubleshooting hardware and software issues, managing office systems, and supporting business users. Currently based in Sharjah on visit visa and available for immediate joining.

Skills

Operating Systems	Windows 10/11 installation, configuration, user account setup, system troubleshooting
Hardware Support	Laptop/Desktop troubleshooting, RAM/SSD replacement, printer and scanner support
Networking Basics	LAN/Wi-Fi configuration, router setup, IP addressing, DNS basics, connectivity troubleshooting
Software & Security	Software installation and updates, antivirus management, system backup and data security
Office & Administration	MS Word, Excel, Outlook, documentation, data entry, email handling, reporting
development	HTML5, CSS3, basic JavaScript, React.js (basic), basic REST API understanding
Technical Tools	Remote support tools, GitHub (basic), Postman (basic), technical documentation

IT Support & Office Experience

Independent Technical Support / Project Work

SYSTEM SUPPORT & IT ADMINISTRATOR (PROJECT-BASED)

- Provided day-to-day IT support for Windows-based systems, including installation, configuration, and troubleshooting.
- Resolved hardware and peripheral issues involving laptops, desktops, printers, and scanners.
- Handled basic networking tasks such as Wi-Fi setup, router configuration, and connectivity troubleshooting.
- Installed and maintained office software, antivirus solutions, and performed routine system backups.
- Maintained digital records, documentation, and reports using MS Word, Excel, and Outlook.
- Provided user support with clear, non-technical explanations.

Workshop Management System (Notezy)

IT SUPPORT & SYSTEM ADMINISTRATOR

- Implemented a digital record management system to replace manual logbooks in an automobile workshop.
- Maintained structured records for vehicle service history, repair notes, and billing information.
- Provided on-site and remote support to users for system usage and troubleshooting.
- Improved operational efficiency by automating service reminders and data tracking.

Technical Environment

- Operating Systems: Windows 10/11
- Networking: LAN, Wi-Fi, Router setup, IP/DNS
- Hardware: Laptop/Desktop, Printer, Scanner
- Tools: Remote support tools, GitHub, Postman
- Office Tools: MS Word, Excel, Outlook

Education

Aligarh Muslim University

Aligarh, India

MASTER OF COMPUTER APPLICATIONS (MCA)

2023 – 2025

Focus on Operating Systems, Database Management Systems, and Software Engineering

Mohammad Hasan PG College, Jaunpur

Jaunpur, India

BACHELOR OF COMMERCE (B.COM)

2020 – 2023

Studied Business Organization, Accounting, and Information Technology in Business