Muhammad Arslan Zafar

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Dedicated and detail-oriented CRM Assistant and Experienced IT Support Engineer with a proven track record of effectively managing customer relationships. Seeking to contribute my skills in data management, communication, and customer service, diagnosing and resolving technical issues related to computer systems, software, and hardware. Skilled in installing, configuring, and maintaining IT infrastructure to a dynamic organization.

Education

BS Computer Science
COMSATS University Islamabad   [09/2019 - 07/2023]

Work Experience

ZONG CMPak (HQ Islamabad)   [01/2024 - Present]

Information Technology Engineer.
- **Technical Support:** Provide first-line technical support to end-users, addressing hardware, software, and network issues.
- **System Maintenance:** Maintain and troubleshoot computer systems, networks, and peripheral devices to ensure smooth operation.
- **Installation & Configuration:** Install, configure, and update software applications and operating systems on user workstations.
- **User Training:** Conduct training sessions for users on new software and hardware, ensuring they understand and can utilize the technology effectively.
- **Documentation:** Create and maintain documentation for IT procedures, system configurations, and troubleshooting guidelines.
- **Incident Management:** Track, log, and manage IT incidents using ticketing systems, ensuring timely resolution and communication with users.
- **Vendor Liaison:** Coordinate with external vendors for procurement, repair, and maintenance of IT equipment and software.
- **Face-to-Face or Remote Assistance:** Help set up systems or resolve issues both in person and remotely via email, phone, Tight VNC and Skype.
- **VPN Administration & 2FA Support:** Manage VPN connectivity for users, including configuration and troubleshooting, supporting two-factor authentication for enhanced security
- **Administration Services:** Support user account management, including password resets, account creation, and user group management.

Bahria Town (Head Office)
Management Trainee Officer (CRM)   [08/2023 - 01/2024]

- **Customer Relationship Management Software:** Utilized CRM software to manage and analyze customer interactions, ensuring enhanced customer service relationships and business growth.
- **File Scanning & Record Keeping:** Scanned, digitized, and organized documents for secure electronic storage and easy retrieval.
- **Data Entry and Management:** Accurately entered and maintained large volumes of customer data, ensuring data integrity and consistency.
- **Problem-solving and Troubleshooting:** Resolved CRM software and data-related issues, providing technical support to team members.
- **Documentation and Reporting:** Prepared detailed reports on customer interactions and CRM system performance to support decision-making processes.
- **Feedback Collection and Analysis:** Collected and analyzed customer feedback to identify trends and implement service improvements.

Certificates

- Certificate of successfully completing the internship in WordPress
- Introduction to Data Visualization with Power BI
- Introduction to Database & SQL
- Introduction to Cloud Foundation
- HTML & CSS Certificate

Skills

- Customer Relationship Management (CRM) Software
- Strong knowledge of computer hardware, software, and networking concepts.
- Proficiency in operating systems (Windows) and common software applications.
- Excellent problem-solving and analytical skills.
- Effective communication and interpersonal skills for user support and training.
- Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
- Ready for taking initiatives
- Good in getting along with people at all level.