



## CONTACTS



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Al Nahda Sharjah

## EDUCATION

Allama Iqbal Open University  
Islamabad , Pakistan

- Masters in Women and Gender Education

Passing Year 2020

## SKILLS

- High Quality Customer Service - Level Expert
- Program Installations - Level : Expert
- Product Development - Level ; Expert
- Problem Resolution - Level : Expert
- Team Management - Level : Expert
- Project Organisation : Level : Expert
- System Updates - Level ; Expert
- MS Office - :Level : Expert
- Technical Analysis - Level : Expert
- System Updates - Level : Expert
- MS Office - Level : Expert
- Technical Analysis - Level : Expert

# IRUM PERVAIZ

## PROFILE

Enthusiastic IT Service provider , eager to contribute to team success through hard work , attention to detail and excellent organization skills. Motivated to learn , grow and excel in the IT industry. Resourceful IT Service Provider. Consistently responds to wide range of technical challenges with focused and creative approach. Highly effective at problem solving and decision making with 4 years of progressive IT experience.

## WORK EXPERIENCE

**I Tey Software House Jhelum Punjab,Pakistan**

**IT Service provider**

**Duration : 09/08/2022**

- Resolved problems ,
- Improved operations and provided exceptional client support.
- Increased customer satisfaction by resolving issues.
- Monitored social media and online sources for industry trends.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Maintained excellent attendance record, consistently arriving to work on time.
- Worked with IT related customers to understand their needs and provide them services.
- Responding in timely manner to service issues and requests.
- Providing technical support across the company ( in person or over the phone)

## REFERENCES