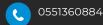
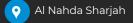


CONTACTS







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. Consistenly responds to wide reange of technical challenges with focused and creative approach. Highly effective at problem solving a 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