MUHAMMAD TALHA

STUDENT OF BSC INTERNATIONAL IT MANAGEMENT

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WEBSITES & SOCIAL LINKS

My website:
http://muhammadtalha.live/

LinkedIn:
https://www.linkedin.com/in/muhammadtalhawebdev

Github:
http:// https://github.com/MuhammadTalha 87

ABOUT ME

Upcoming University of applied sciences of Lucerne graduate offering a strong background in IT combined with business management skills with excellent work experience as an IT officer. Quickly learn and master new technology ; equally successful in both team and self-directed settings and proficient in range of computer systems, tools, languages and testing methodologies

LANGUAGES

ENGLISH

URDU

HINDI

GERMAN

ARABIC

WORK EXPERIENCE

SELF EMPLOYED
Switzerland
Jan 2020 - Present

Freelancer

Working as a freelancer, installation of PCs, cisco routers and switches is part of my job. Furthermore, I am also working as a field network engineer. Vodafone, Tata communications and Goldsman sach are some of the companies where I performed my tasks.

1. Racking of a router or Switch
2. Giving remote access of switch/router to Remote engineer using desktop apps
3. Console cable , Anydesk(app) , Teamviewer and Skype Business are my main tools.
4. Installation of new PCs and peripherals etc
5. Remote configuration and Remote desktop connection
6. Knowledge of Cisco phone/Jabber support
7. MS SCCM knowledge
8. Maintaining and adminstering computer networks
9. Troubleshooting and diagnosing hardware/software issues
10. Knowledge of Office 365

GLOBAL XPERTS
Islamabad
Dec 2016 - Feb 2018

IT Support Specialist

I worked for Global Xperts for more than one year in Pakistan.

- Improved customer service by assisting in the enhancement of the company's technical support process.
- Resolved online users' issues with use of [Skype] and Teamviewer by engaging with them via live chat, or phone.
- Responded to customer emails to provide service within standard response time set by the company.
- Documented cases that necessitated being referred to higher level of support after conducting research and still unable to resolve issues.

PERSONAL DETAILS

Date of birth
25-10-1996

Nationality
Pakistani

Visa status
Work Permit B

Marital status
Married

EDUCATION

UNIVERSITY OF APPLIED SCIENCES OF LUCERNE
Rotkreuz
2021

BSc International IT Management

Continuing BSc International IT Management with exchange semester in Coventry university in United Kingdom.

Currently enrolled in 4th semester. Exceptional results in specialized subjects. Average grades overall is 5.0

Double major in IT and Finace with background of software engineering and Business management skills.

OPEN SAP
Zürich
2019

Online Diploma in mobile apps development

Course of five weeks
Build Mobile Applications with SAP Cloud Platform Mobile Services passed with 80.5% marks.

SKILLS

ANDROID APPS DEVELOPMENT

WEB DESIGNING

DATABASE MANAGEMENT (NOSQL, RELATIONAL DB, GRAPH DB)

PROGRAMMING SKILLS

OPERATING SYSTEMS KNOWLEDGE

KNOWLEDGE OF CISCO PHONE/JABBER SUPPORT AND ADMINISTRATION

PROJECT MANAGEMENT SKILLS

DATA ANALYSIS TOOLS EXCEL, TABLEAU PUBLIC

ACCOUNTING

PHOTOGRAPHY

MS OFFICE TOOLS (WORD, EXCEL, POWER POINT)

UNDERSTANDING OF CITRIX AND VPN SUPPORT

ADVANCE UNDERSTANDING OF BUSINESS PROCESSES

EXCELLENT UNDERSTANDING OF MAC DEVICES

VERSION CONTROL TOOLS (GIT , GITHUB)

BPMN 2.0

HOBBIES

CODING
PHOTOGRAPHY
SOCCER
CRICKET
BADMINTON