# AREAS OF EXPERTISE

***First and Second Line Help Desk Support***

***Office 365 / SharePoint***

***Networking –* *Switches / Routers / Firewalls***

***Windows 2012 / Hyper-V***

***Infrastructure support*  *Server support***

***Microsoft technologies*  *Remote support tools***

# CERTIFICATIONS

***Microsoft Certified*  *IT Professional (MCITP2008)***

***Microsoft Certified Solution Associate (MCSA 2012)***

***Microsoft Certified Solution Associate (MCSA Office 365)***

# PERSONAL SKILLS

***Problem solving***

***Commitment to outcomes***

***Highly analytical***

***Helpful attitude***

# Danish Salahuddin

I.T Support Coordinator

## PROFESSIONAL SUMMARY

* A confident and reliable IT support engineer with extensive practical experience of working with corporate desktop environments and resolving issues that are raised to the help desk.
* Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems consisting of desktops, mobile devices, servers and network devices
* An excellent communicator having good interpersonal skills to work well with people at all levels and has the flexibility of delivering as part of a team and on my own.
* Ability to contribute in Project Deployments related to IT
* Ability to work with cross functional teams to deliver services.
* Well versed with Microsoft Server Technologies 2012 platform, Office 365 and SharePoint

## WORK EXPERIENCE

***Brookes Pharma (Pvt) Ltd.***

HARDWARE ASSOICATE June 2013 - Present

Responsible for supporting the company's clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly. Be part of project team to deploy infrastructure projects

***Duties****:*

* Responsible for designing, installing and maintaining company’s desktop environment smooth and standardized operation of end user services
* Responsible for maintaining standard software configuration on all desktops.
* Provide hardware and software support on daily basis. Log calls and respond to calls based on priority
* Provide network and Windows Support. Configuration and testing of any new hardware and software.
* Installing and operating Windows desktop and server operating systems.
* TCP/IP networking and hardware maintenance and repair.
* Training new employees.
* Assistance with training of staff and compiling procedural documentation.
* Assisting the Infrastructure manager with support requests.
* Applying patches in accordance with company procedure

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***G.H. Thaver (Pvt) Ltd.***

NETWORK ASSISTANT June 2008 – June 2013

Responsible for supporting the company's at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly

***Duties****:*

LAN Installation

Managed local area network

Configured Microsoft Operating System. (Workgroup Environment) Maintenance of hardware, troubleshooting and Repairing

Installation Software’s, Operating systems and troubleshoots Windows

Complaint & task management

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## ACADEMIC QUALIFICATIONS

BSc Computer Science

***Virtual University 2014-2016***

I.Com

### Pakistan Shipowner College 2007 - 2009

Matriculation

***Woodland Secondary School* *2005 - 2007***

REFERENCES – Available on request.