

# OSAMA KHAN

ITS Support Engineer | Data Analyst | Computer Systems Engineer

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## OBJECTIVE

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Experienced and results-driven Computer Systems & ITS Support Engineer with 2+ years of hands-on experience in ITS Support, networking, and data analysis. Expertise in diagnosing and resolving user issues promptly to ensure operational continuity. Proven ability to implement effective troubleshooting strategies and collaborate with cross-functional teams. Now seeking a position in a reputable organization where I can leverage my skills for the company's success.

## CORE COMPETENCIES

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**Soft Skills:** Communication, Problem Solving, Teamwork, Time Management & Task Prioritization

**Technical Skills:** Application Support & IT Operations, Active Directory, DHCP, Networking, SQL, Power BI Service, Advanced Excel

**Libraries:** Pandas, Matplotlib, Seaborn

## EXPERIENCE

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### ITS Support Trainee Engineer

Sep 2023 – Present

#### Lucky Cement Limited

- Responsible for email writing (Outlook), data entry tasks, including printer records and inventory management & SAP.
- Active directory management & DHCP configuration and network management platform i.e. IMC.
- Depth knowledge of network topologies, setting up remote desktop access & antivirus deployment.
- Familiarity with switches configuration and routing protocols such as RIP, OSPF & BGP.
- Protocols: TCP/IP, DNS, DHCP, SNMP, VLANS, OSPF.
- Supported daily IT operations, ensuring compliance with internal IT policies and standard operating procedures (SOPs).
- Assisted in data extraction, reporting, and validation activities using Excel and SQL-based datasets.
- Collaborate with cross-functional teams to maintain seamless communication channels.

### Data Analyst

#### Lucky Cement Limited | 1.5 Years

Projects: [Power BI Service](#)

**Responsible for and acquired all these skills through experience at Lucky Cement Limited.**

- Analyzed department inventory datasets to support data-driven decision-making.
- Built, deployed, and maintained Power BI dashboards, including live dashboards on **Power BI Service** and mobile views for improved accessibility and collaboration.
- Developed data models and automated ETL workflows using Power Query, DAX, and SQL.
- Performed data validation, troubleshooting, and performance optimization for reliable reporting.
- Collaborated with cross-functional teams to translate business requirements into actionable insights and reports.

**Augmented Reality-Based Virtual Fitting Room – FYP Project****Oct 2022 – June 2023****Team Lead:**

- Led a team for our augmented reality fitting room project.

**NGIRI Ignite Funding:**

- Our project got chosen and funded by NGIRI IGNITE in the whole department.

**My Role:**

- I focused on making virtual clothes fit well by figuring out human pose estimation using computer vision library.
- Contributed in designing a user-friendly website showcasing clothes, jewellery, and glasses.
- Integrated web and machine learning models using the flask framework for seamless functionality.

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**EDUCATION****University of Engineering and Technology Peshawar****September 2019 – June 2023****Bachelors Computer Systems Engineering**

- Proficient in computer networks, computer architecture, digital systems design, and operating systems.
- Hands-on experience in designing and implementing computer systems.
- Strong problem-solving and collaboration skills gained through group projects and teamwork.

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**CERTIFICATIONS****Google IT Support Professional Certificate**

Completed the comprehensive 5-course series offered by Google, acquiring expertise in:

IT support fundamentals | Network protocols | Cloud computing | IT Application Support (L1 / Operations) | Vendor & Stakeholder Coordination

**Google Data Analytics Professional Certificate**

Completed the comprehensive 8-course series offered by Google, acquiring expertise in:

Data Analysis | Microsoft Excel | SQL | PowerBI | Presentation | Decision-Making | Problem Solving

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**LANGUAGES**

- English
- Urdu
- Pashto

