

Raheel Khan

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Objective

Motivated Computer Science graduate with hands-on experience in hardware troubleshooting, system configuration, and technical support. Eager to contribute to a dynamic IT support or networking team where I can apply my skills in diagnostics, customer assistance, and system optimization. Committed to continuous learning and delivering dependable, user-focused technical solutions.

Technical Skills

Hardware: PC assembly, component selection, hardware troubleshooting

Software: OS installation/configuration (Windows/Linux), software updates, driver installation, optimization

Tools: MS Office, TeamViewer, QuickAssist, MSI afterburner, CrystalDiskInfo, CPU-Z, CCleaner, VMware VirtualBox (Virtual Machines)

Experience

Volunteer IT Support

2020 – 2024 / *Personal Network & University Hostel*

- Provided tech support to students and friends, including troubleshooting laptops, reinstalling operating systems, and removing malware.
- Configured Wi-Fi routers and network settings for hostel residents.
- Helped peers with driver issues, software installations, and system optimization.
- Built strong communication skills by explaining technical fixes to non-technical users.

Projects

Datacom Service Desk Job Simulation on Forage - April 2025

- Completed a job simulation involving IT support and incident management for Datacom's managed services team, honing skills in critical issue prioritization and resolution in a high-stakes environment.
- Enhanced problem-solving abilities by diagnosing and resolving a complex network outage issue, employing analytical thinking to assess impact and urgency across multiple client tickets.

Computer Assembly and Configuration Home lab

- Built and assembled multiple personal computers by selecting and installing compatible components.
- Installed and configured operating systems, drivers, and security updates for optimal performance.

IT Virtual Lab Project

- Set up and configured a Windows Server 2022 environment in VirtualBox
- Implemented Active Directory
- Joined a Windows 10 client to the domain, and applied GPOs for centralized user management.

Certificates

- Google IT Support Specialization [Certificate](#)
- Networking Essentials [Certificate](#)
- Service Desk Job Simulation by Datacom from [Forage](#)
- IT Help Desk for Beginners [Certificate](#)
- PC Maintenance and Performance [Certificate](#)
- Windows 10 for IT Support: Advanced Troubleshooting [Certificate](#)



Education

Bachelor of Science

City University of Science and
Information Technology

Peshawar, Pakistan

2020 - 2024

- Computer Science CGPA: 3.65