ZAHID SHAHADAT

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To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Familiar Working with computer hardware and software and create value for my prospective employer through my dedicated and diligent efforts. Experienced in providing network and software support and develop and implement solutions.

EXPERIENCE

SEP 2022 - CONTINUE

COMPUTER LAB INCHARGE & IT ASSISTANT, LAHORE GRAMMER SCHOOL

- ➢ Troubleshoots and diagnoses the printer issues.
- ➢ Maintained current software licenses and patched applications to stay up-to-date with latest features.
- ➢ Installed and configured software and hardware.
- ➢ Monitored system performance to identify potential issues.
- ➢ Collaborated with vendors to locate replacement components and resolve advanced problems.
- ➢ Created user accounts and assigned permissions.
- ➢ Installed, configured and maintained computer systems and network connections.
- ➢ Configured hardware, devices, and software to set up work stations for employees.
- ➢ Installed and configured operating systems and applications.
- ➢ Troubleshoots and diagnoses basic problems with computer equipment's
- ➢ Performs regular software backups
- ➢ Maintain Lab records of usage and damage of equipment

DEC 2020 – AUG 2022

SALES EXECTUIVE, ACT AIR COMPRESSOR TECHNOLOGY

- ➢ Executing strategic tasks and monitoring outcomes.
- ➢ Created and implemented successful sales campaigns to drive leads and increase sales.
- ➢ Directed sales support staff in administrative tasks to help sales reps close deals.
- ➢ Established and maintained positive relationships with vendors to determine product availability and quality.
- ➢ Developed and presented valuable sales presentations to potential customers to highlight features and benefits of products.
- ➢ Utilized internal lead referral tools to solicit new business opportunities and contacts.
- ➢ Contributed to team objectives in fast-paced environment.
- ➢ Quoted prices, credit terms and other bid specifications.
- ➢ Generated advertising brochure for vendor use.
- ➢ Contributed to event marketing, sales and brand promotion.
- ➢ Kept detailed records of daily activities through online customer database.

**AUG 2019 –
NOV 2020**

CUSTOMER CARE (CALL CENTER AGENT), TECH HARBOUR SERVICES

➢ Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
➢ Responded to customer needs through competent customer service and prompt problem-solving.
➢ Developed and implemented strategies to increase customer retention and sales.
➢ Examined issues to determine importance and urgency and escalated calls to manager.
➢ Recorded customer feedback and sales data to improve sales and customer experience.
➢ Provide product and service information to customers
➢ Answering incoming calls

**MAY 2018 –
OCT 2018**

TEACHER, HOME TUTOR

➢ Communicated frequently with parents, students, and faculty to provide feedback and discuss instructional strategies.
➢ Kept students on-task with proactive behavior modification and positive reinforcement strategies.
➢ Worked cooperatively with other teachers, administrators, and parents to help students reach learning objectives.
➢ Advised and counseled students to help them develop skills and knowledge required to succeed.
➢ Helped students explore concepts with engaging, learning-focused activities.
➢ Prepared quizzes, tests and examinations to gauge how well students were learning.
➢ Met with students, parents and administrators to address and resolve students' behavioral and academic issues.

EDUCATION

2022 **BS COMPUTER SCIENCE**, SUPERIOR UNIVERSITY

Grade: C

2017 **FSC PRE-ENGINERING,** BISE LAHORE

Grade: C

2015 **MATRICULATION,** BISE LAHORE

Grade: C

SKILLS

- Good command on HTML 5, Bootstrap, CSS
- Enhance current typing skills.
- Ability to multitask effectively
- Internet Applications
- Computer Software Knowledge.

- Good command on Microsoft office tools
- Operating Systems.
- Internet Security.
- Master data entry hacks.
- SQL Server

ACTIVITIES

- Certificate and awarded as 1st position in spellethon
- Member of CS-IT Club Member in Superior University

LANGUAGES

- **English** : Fluent
- **Urdu** : Native

REFERENCE

- **Will be furnished on demand**