Sajid Mehmood

Phone No.: +971 58 2424 005

E-mail Address: sajid.teech@gmail.com

KSK Homes Student Residence and Hotel

Personal Statement

I am a highly motivated IT professional with a strong interest in technology innovation and entrepreneurship. My background in IT support and customer service has equipped me with the technical skills and problem-solving abilities necessary to drive innovation. I am eager to leverage my knowledge in technology to develop innovative solutions and contribute to the growth of the IT industry. I am particularly interested in exploring how technology can be used to create sustainable business models and drive entrepreneurial ventures.

Personal Information

Father's Name: Shahid Mehmood
Passport: JV0153543
Emirates ID No: 784-2001-6148606-1
DOB: 05-JULY-2001.
Domicile: KPK (Malakand)
Religion: Islam
Gender: Male
Marital Status: Single
Nationality: Pakistani

Ideals and Tools

- Windows XP/7/8/10/11, Mac OS Catalina, Big Sur, Monterey, and Ventura.
- Microsoft Office 2019, Office 365, Microsoft servers and Windows OS's.

Skills

- Technical support, customer service, service delivery, and supporting customers with various IT services.
- MS Office and Office 365.
- Web designing.
- Hardware Maintenance.
- Web Design

Education

(BSc Information Technology) Year 3 (23rd Sep 2024— Present)
Middlesex University Dubai - Main Campus UAE
- Modules which studied (**Strategic Information Systems (Enterprise Project) Management**)
(Full Stack Development)
- Module which still studying (**Technology Innovation Management & Entrepreneurship**)

(Undergraduate (UG) Individual Project)

(ACSE-ACCP) Year 3 (23rd Nov 2022 — 29th Nov 2023)
Aptech Qatar Computer Education Centre WLL Doha, Qatar

(23rd Nov 2021 — 23rd Nov 2022)

(HCSE-ACCP) Year 2
Aptech Qatar Computer Education CentreWLL Doha, Qatar

(23rd Nov 2020 — 23rd Nov 2021)

(CISE-ACCP) Year 1
Aptech Qatar Computer Education CentreWLL Doha, Qatar

IGCSE (Sep 2017 — Dec 2018)
Bright Future International School Doha, Qatar

Work experience

Elegancia HealthCare (8th Nov 2023 — 28th Feb 2024)

- EWS-MMC (Qatar Armed Force Military Medical City Hospital) **(IT Support Engineer)**

- TVH (The View Hospital) **(IT Support Engineer)**

- KMC (Korean Medical Center) **(IT Support Engineer)**

Duties & Responsibilities:

- Install and configure computer hardware operating systems and applications.
- Monitor and maintain computer systems and networks.
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Hardware Repair.
- Break-fix, troubleshoot and resolve software issues; Reimaging computers/hard drives.
- Troubleshooting and Maintenance of Computers, Operating System, and Networks.
- Troubleshooting Mail related problem in Office 365, Outlook Express and Microsoft Outlook Express.
- Configuration of Outlook Express and Microsoft Outlook express Office 365 and taking Backup and Restore.
- Troubleshooting Printer and Network Printer issue.
- Installation and Configuration of Printer, Network Printer. Sharp HP Cannon.
- Resolve system Slowness Problem and Online Software Update

Star Link (Client- Power International Holding) (6th Feb 2022 — 5th Nov 2023)
IT Support Engineer

(Worked on a Project: **HIA** Western Taxiway & Stand Development Works) (10th May 2022 – 30th Oct 2023)

Duties & Responsibilities:

- Install and configure computer hardware operating systems and applications.
- Monitor and maintain computer systems and networks.
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
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- Installation and Configuration of Printer, Network Printer. Sharp HP Cannon.
- Resolve system Slowness Problem and Online Software Update

STARLINK (Ooredoo International Telecommunications Company- QATAR)

(25th May 2021 — 6th Feb 2022)

Customer Service Agent

Duties *& Responsibilities:*

- Receive inbound calls including transferred sales leads and calls from current and potential customers.
- Manage large amounts of inbound and outbound calls in a timely manner.
- Identify customer's needs, clarify information, research every issue, and provide solutions and/or alternatives.
- Place outbound follow-up calls to sales leads and persuade potential customers to complete and submit an application.
- Answer questions about the product details, the company, and issues with accounting for the customers.
- Assist customers with any technical issues experienced with the network and service.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call centre database in a comprehensible way.
- Frequently attend educational seminars to improve knowledge and performance level.

Interests

- Watching TV Programs.
- Music.
- Travelling.
- Car Riding

Languages

- English (fluent).
- Urdu (fluent).
- Pashto (native).