MUHAMMAD RAZA

IT Support

☎: 0333-9426249 ✉: saimraza6438@gmail.com

📅: 26th December, 2000 🏠: Hayatabad, Peshawar

🌐 Portfolio: https://sameerraza1.github.io/portfolio/

Summary

Detail-oriented and proactive IT professional with a Bachelor's degree in Information Technology and 5+ years of experience in system support roles. Skilled in CCTV system installation and maintenance, IT troubleshooting, video conferencing setups, and UPS system management. Proven ability to maintain infrastructure uptime, provide user support, and execute hardware and network upgrades. Committed to optimizing system performance and adhering to security standards.

Core Competencies

- IT Support and Troubleshooting
- Network Configuration and Maintenance
- System Security and Integrity
- Hardware and Software Installation
- MS Office: Word, Excel, PowerPoint
- Web Development: HTML, CSS, JavaScript, PHP
- Database Management: SQL, MySQL, MongoDB
- WordPress Development: Theme Customization, Plugin Integration, Website Optimization

Education

Bachelor of IT: **2020-2024**
OOP, DBMS, Operating System, AI, WebTechnologies, CyberSecurity,
Agriculture University, Peshawar

Intermediate: **2018-2019**
Pre-Engineering
Fazaia Degree College, Peshawar

Matriculation: **2017-2018**
Science
Police Public School, Peshawar

Experience

IT Support Officer
Molako, Peshawar | 2024 – 2025

- Installed and configured computer hardware, software, networks, printers, and scanners.
- Monitored and maintained computer systems and networks.
- Responded promptly to service issues and technical support requests.
- Provided support and guidance to senior management on IT-related matters.
- Ensured network security and user access management.
- Maintained storage and archiving systems.

Web Developer (Freelance)
2022 – 2024

- Designed and deployed custom websites using WordPress and WooCommerce.
- Integrated video features and optimized interfaces for performance and usability.
- Liaised with clients to troubleshoot and maintain web systems.

Computer Operator
Oriental Enterprises Company, Peshawar | 2019 – 2021

- Assisted IT staff with system troubleshooting and hardware installation.
- Performed regular software updates and basic UPS status checks.
- Conducted accurate data entry and maintained digital records.

Certifications

- Office Automation Certified
  MS Office Proficiency
  Word Processing Skills
  PowerPoint Presentations
- Cisco Certified Network Associate (CCNA)
- *Microsoft Certified:* Windows Server