

# MUHAMMAD RAZA

## IT Support

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📅: 26<sup>th</sup> December, 2000

🏠: Hayatabad, Peshawar

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

## Summary

A highly motivated IT professional with a Bachelor's degree in Information Technology and hands-on experience in IT support, network management, and system maintenance. Proficient in troubleshooting hardware and software issues, configuring networks, and ensuring IT security. Experienced in WordPress development and database management. Eager to leverage technical expertise to support and enhance IT infrastructure.

## 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*

- Managed data entry tasks and ensured accuracy in record-keeping.
- Supported IT department in resolving basic computer and network issues.
- Assisted in software installations and system updates..

## Certifications

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