



SHAH AAQUIB

I.T SUPPORT ASSISTANT

WORK EXPERIENCE

I.T Support Assistant From MERIX WEB EXPERTS

During The Period From **SEPT-2021** to **DEC-2022**.

CONTACT

+91-9149709990

SHAHAQUIB343@GMAIL.COM

Jammu & Kashmir , INDIA

SKILLS

- Desk Support.
- IT support.
- Hardware software Troubleshooting.
- Strategic planning.
- System administration and maintenance.
- Skilled In Web Development Technologies Including HTML , CSS & Javascript.
- System implementation.
- Technical Troubleshooting.
- Problem solving
- Good Computer Knowledge With M-S Office.
- Adaptability.

LANGUAGES

- English
- Hindi
- Arabic

- Proficient in troubleshooting hardware and software Issues for Windows and Mac operating systems.
- Skilled in network configuration, including LAN, WAN, and wireless Setups including troubleshooting network connectivity issues.
- Experienced in diagnosing and resolving hardware failures and replacing faulty components.
- Familiar with remote desktop support tools such as TeamViewer and AnyDesk.
- Familiarity with Office 365 administration.
- Experience in conducting system upgrades and software installations While minimizing disruption to users.
- Proven track record of providing excellent interpersonal and communication skills in providing IT support to end-users.
- Proven ability to handle end-user inquiries, complaints, and technical issues with patience and professionalism.
- Developed and maintained positive relationships with users, ensuring high levels of customer satisfaction.
- Experience in managing and prioritizing support tickets, ensuring timely resolution.
- Successfully resolved complex technical issues by analyzing symptoms, identifying root causes, and implementing effective solutions.
- Adapted troubleshooting techniques to solve unique problems, resulting in minimized downtime and improved productivity.
- Documented troubleshooting procedures and created knowledge base Articles to facilitate efficient issue resolution.
- Conducted training sessions for users on basic IT troubleshooting, empowering them to resolve common issues independently.

EDUCATIONAL QUALIFICATION

- ***Bachelors of Computer Application*** From University Of Kashmir in 2023 -GPA:7.3
- Passed out 10+2 From JKbose in 2017.
- Passed out 10th From JKbose in 2015.

CERTIFICATIONS

1 Month Certificate Course in Mechatronics & Internet of Things from Tata Technologies

STRENGTH & HOBBIES

- Hard & Smart working
- Honest & Punctual
- Good Communication Skill
- Travelling, Cricket, Reading books

PERSONAL INFORMATION

Father's Name:	Shah Abdul Majeed
Date Of Birth:	12-03-2000
Address:	Jammu & Kashmir ,INDIA-(193201)
Marital status:	Single