AZHAR HAKIM

IT Analyst and Software Developer

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🔗 https://www.linkedin.com/in/azhar-hakim-2498b9217   📍 Pune

SUMMARY

I am a dedicated IT professional with experience in desktop support and software development. My role at Capita allowed me to enhance client satisfaction and resolve critical technical issues competently. With a solid foundation in computer engineering and a proven track record of achieving high client service levels, I am eager to continue growing in my profession while contributing to team success

EXPERIENCE

Endpoint Support Engineer   05/2023 - Present

Capita   Pune

A global provider of technology-driven customer engagement services

- Successfully achieved a client satisfaction rate of 95.2%, as assessed by a score of 5, through the provision of technical support
- Handled critical cases on priority and provided immediate resolution by maintaining the metrics for FDR, 3DR AND 10DR
- Enhanced system stability by resolving network issues on user systems by 95% through proficient application of network troubleshooting skills
- Administered and maintained all user accounts and collaborated with cross-functional teams to troubleshoot and resolve technical issues
- Diagnosed and troubleshot issues on operating systems, computer servers, hardware, and networking
- Leveraged excellent communication and problem-solving abilities to successfully meet client needs
- Documented and tracked client interactions, ensuring accuracy in the documentation of technical issues and resolutions
- Handled a portfolio of high-priority clients, guaranteeing the ongoing delivery of outstanding service
- Handled 5 projects simultaneously with 100% success by consistently delivering excellence in work
- Performed component-level repairs on IT equipment and explained technical information to non-technical individuals

Jr. Software Developer   09/2021 - 04/2023

ALLSCRIPTS TECHNOLOGY   Pune

Provider of health care IT solutions that aim to drive innovation at the point of care

- Developed and maintained web and desktop applications using the .NET framework and C#
- Wrote clean, scalable, and efficient code adhering to coding standards
- Collaborated with cross-functional teams to define and deliver new features and enhancements
- Integrated third-party libraries and APIs to extend application functionality
- Carried out high level debugging and quality assurance tests to discover errors and optimize usability

EDUCATION

Bachelor in Computer Engineering

Trinity Academy of Engineering (Pune University)

08/2018 - 05/2021   Pune

Diploma in Computer Engineering

AISSMS POLYTECHNIC (MSBTE BOARD)

08/2016 - 05/2018   Pune

AWARDS & ACHIEVEMENTS

🏅 Received 5 Pat on back awards

💎 Received 3 Employee of the Quarter Awards in recognition of exceptional performance.

SKILLS

Active Directory · AWS · Azure · Azure Active Directory · BMC Remedy · C# · Cisco · Citrix · CRM · Cybersecurity · DHCP · DNS · Encryption · Fast Learner · IoT · IPv4 · IPv6 · LDAP · Microsoft 365 · Microsoft Teams · OSI Model · SAP · Switches · Ticketing System · VPN · PowerShell · NET Framework · Router · Remedy · NET · Gmail · Windows 7 · TCP