MOHAMMAD SAAD

+923020123721

saad07sept2001@gmail.com

Flat # J-303, Modern Complex,
Sector: 11-I, North Karachi.

EDUCATION

2020 - 2024
BACHELOR OF COMPUTER SCIENCE
BAHRIA UNIVERSITY

SKILLS

- Networking
- Windows OS
- Troubleshooting
- Teamwork
- Communication
- Adaptability
- Quick Learner
- Customer Service
- Effective Communication

LANGUAGES

- English
- Urdu

CERTIFICATIONS

Institution: Google (Coursera)

- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking

PROFILE INFO

Versatile professional with experience in customer service, IT support, and MIS management. Skilled in troubleshooting, system configuration, and guiding clients toward digital solutions. Dedicated to delivering efficient service and contributing to organizational success.

EXPERIENCE

AUGUST 2023 - SEP 2023
IT SUPPORT INTERN
AFROZE TEXTILES

- Gained experience in troubleshooting PCs and configuring Windows OS and
- Learned to configure routers and switches.

MAY 2024 - SEP 2024
CLIENT PARTNER INTERN
HABIB BANK LIMITED

- Assisted customers and guided them toward the bank's digital channels and products.
- Maintained a clean and efficient environment on the branch floor.
- Managed daily customer interactions and directed them to the appropriate personnel.

OCT 2024
BUSINESS SUPPORT OFFICER
HABIB BANK LIMITED

- Manage daily MIS updates using MS Excel.
- Monitor staff KPIs to ensure performance standards.
- Provide regular updates through daily email reports.
- Support efficient operations within the mortgages department.