**Shazaib Tufail**

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**PROFILE**

Highly motivated, talented IT Professional with substantial technical support skills. I am an excellent team player and adaptable individual with strong communicative and analytical skills .I have a good sense of humor, this stands me in good stead relationships with management and colleagues alike.

## EDUCATION & QUALIFICATIONS

**MSc in Computing**

Manchester Metropolitan University (Sep 2007- April 2009)

**MSc in Computer Science**

Punjab Group of Colleges Lahore (2001 - 2003)

**EMPLOYMENT HISTORY**

**IT SUPPORT ENGINEER**

**Web Services – Manchester March 2011 - Oct 2015**

Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.

* Working on Active Directory, Creating Users and Resetting Passwords.
* Experience with Diagnosing, resolving technical issues regarding hardware faults on desktop peripherals.
* Installation and maintenance of local and network printers
* Configuring, verifying and troubleshooting Windows XP, Windows 7 and printers
* Operating Systems installations including Windows XP/Vista/Windows 7
* Microsoft Outlook Support
* PC Installations and Support including desktops, laptops and peripherals
* Email troubleshooting and configuration
* Fault finding & Fault diagnosis
* Printer Queries
* MS Office, Outlook
* Good Communication Skills, good problem solving skills, clear & concise telephone manner, time management

**IT SKILLS**

* Windows XP, Windows Vista, Windows 7, Windows 8.1,Windows Server2008/2012
* TCP/IP, DHCP
* PC hardware and Peripherals
* Broadband service
* Antivirus System Administration and Management
* Active Directory,
* Outlook
* Microsoft Office.

**OTHER INFORMATION AND HOBBIES**

* Keen interest in Technology
* Sports and Socializing with friends and family
* Reading & Music
* Driving license: Full, Clean

**RECENT PROJECT**

* Windows 10 deployement, installation, configuration and data migration.
* Mobile device handling win 10, application configuration.

**REFREE**

Available upon request