**MUHAMMAD ILYAS KHAN**

Riyadh, Kingdom of Saudi Arabia

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| **OBJECTIVE:** |

To obtain a challenging position in the IT industry where I can actively contribute to the growth and success of the organization by leveraging my skills, experience, and commitment to continuous improvement.

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| **Descon Engineering Limited** |

* **Position: IT Helpdesk System Technician**
* **Duration: June 2021 – January 2025**
* **Responsibilities**:
* Version Control – Git (branching, rebasing, conflict resolution, submodules, cherry-pick, reflog)
* Collaboration – GitHub (Pull Requests, Code Reviews, GitHub Actions, CI/CD, Projects, Releases)
* Troubleshooting Windows/Servers/Linux/Mac systems
* Ticketing systems (Jira, ServiceNow)
* Active Directory & Group Policy
* Basic networking (TCP/IP, DNS, DHCP)
* Creating and managing user accounts and permissions
* Setting up firewalls, antivirus, and intrusion detection systems
* Monitoring performance and uptime
* Applying updates and patches
* Troubleshooting and analytical skills
* Help users with hardware/software issues
* Troubleshoot problems with printers, operating systems, apps, etc.
* Install operating systems and updates
* Create and manage user accounts, emails, and permission
* Install and configure PCs, monitors, and peripherals
* Replace faulty components like hard drives, RAM, etc.

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| **Creative Systems Co. Ltd** |

* **Project: Ministry of Media**
* **Position: IT Technician**
* **Duration: June 2018 – January 2021**
* **Responsibilities**:
* Managed and maintained LAN environments including Alcatel-Lucent and Cisco VLAN switches and routers.
* Handled hardware setups, structured cabling, and PC desktop component installations.
* Installed, configured, and maintained various versions of Microsoft Windows (7, 8, 10, 11).
* Installed and configured printers, barcode scanners, fingerprint systems, and surveillance cameras.
* Performed troubleshooting of hardware, software, and network-related issues.
* Supported configuration of hardware and software programs to meet user and business needs.

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| **Saudi Naval Support Co. LTD (SNS)** |

* **Project: Ministry of Media**
* **Position: IT Technician**
* **Duration: April 2015 – June 2018**
* **Responsibilities**:
* Managed and maintained LAN environments including Alcatel-Lucent and Cisco VLAN switches and routers.
* Handled hardware setups, structured cabling, and PC desktop component installations.
* Installed, configured, and maintained various versions of Microsoft Windows (7, 8, 10, 11).
* Installed and configured printers, barcode scanners, fingerprint systems, and surveillance cameras.
* Performed troubleshooting of hardware, software, and network-related issues.
* Supported configuration of hardware and software programs to meet user and business needs.

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| **Arabian Environmental Protection Limited** |

* **Position: IT Administrator & Warehouse Manager**
* **Duration: December 2013 – April 2015**
* **Responsibilities**:
* Installed and maintained Microsoft Windows Server 2003 and 2008 environments.
* Managed server hardware, network cabling, routing, and LAN infrastructure.
* Supported desktop environments running Microsoft Windows 7 and 8.
* Installed and configured printers, scanners, fingerprint devices, and surveillance cameras.
* Handled hardware and software configuration for end-user systems.
* Diagnosed and resolved all types of computer-related issues.
* Warehouse Management:
* Designed and implemented a warehouse management system tailored to company operations.
* Developed an inventory database to track stock levels and deliveries.
* Oversaw receiving, inspecting, storing, and organizing incoming goods.
* Coordinated with transport companies to manage dispatch and delivery schedules.
* Prepared deliveries and organized stock for efficient warehouse operations.

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| **WORK EXPERIENCE IN PAKISTAN:** | **WORK EXPERIENCE IN PAKISTAN:** |

**Eziontech Soft Technology Co. Ltd**

* **Position: Web Designer**
* **Duration: January 2009 – February 2011**
* **Responsibilities:**
* Designed visually appealing and user-friendly websites and interactive media.
* Developed and maintained websites using XHTML, CSS, and PHP.
* Created graphic designs for websites, interactive CDs, and digital banners.
* Provided basic SEO services including search engine optimization and website submission.

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| **WORK EXPERIENCE IN PAKISTAN:** | **WORK EXPERIENCE IN PAKISTAN:** |

**Speed Zone Technology limited**

* **Position: Computer Technician**
* **Duration: November 2007 – December 2009**
* **Responsibilities**:
* Installed, configured, and maintained office productivity software, network printers, and various hardware/network equipment across LAN.
* Monitored and trouble shoot network applications and infrastructure to ensure continuous and effective operations.
* Provided end-user support for network-related issues including server connectivity, PC troubleshooting, email, and internet access.
* Enforced organizational IT policies to prevent unauthorized use of computers and IT assets.

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| **EDUCATION** |

***\*\*\*Bachelor in Computer Science:***

* 1. Grade: **Grade A**.
  2. Year : **2011**
  3. University: **University of Peshawar, Pakistan.**

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| **HIGHLIGHTS OF QUALIFICATIONS:** |

* Knowledgeable on Computer peripherals (Hardware & Software).
* DNS, DHCP, Active Directory, Networking & Database Management & others.
* Web designing, PHP, Data Recovery, Data Entry, Troubleshooting, HTML, CSS, JavaScript, MySQL, .htaccess, Sitemap, Joomla, WordPress, SEO, Dreamweaver, Photo Shop, Microsoft Office, MicroStation V8i, 3D Mapping Line, Drive Testing, TEMS.

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| **LANGUAGES:** |

* **English:** Can Speak, Read & Write.
* **Urdu:** Can Speak, Read & Write.
* **Arabic:** Can Speak, Read & Write.

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| **PERSONAL INFORMATIONS:** |

Date of Birth: **13 / 2 / 1989**

Nationality: **Pakistan**

Gender: **Male**

Iqama **Transferable**

Marital Status: **Married**

Passport #: **DU4126602**

Driving License: **Valid Saudi and Pakistani**