**Muhammad Jamal**

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**EDUCATION**

## Bahauddin Zakariya University

## Bachelor of Science in Computer Science Nov 2015

## DCI Resources LLC

## Trainee Oct 2019 – Present

**EXPERIENCE**

**Aetna Inc,** Hartford, CTDec 2019 – Present

*Help Desk Support Specialist*

* Act as a single point of contact for phone calls from end users regarding IT issues and queries
* Manage, receive, and log calls from end users via telephone incidents/Service Request in ITSM tool
* Log user incidents/requests and follow up on the status of the request on behalf of the user and communicate progress in a timely manner
* Troubleshoot IT related problems from in-house software and hardware such as Mobiles, Desktops, Laptops and Printers
* Resolve incidents and Service Request management within established Service Level Agreement (SLA) and Operating Level Agreement (OLA) time frames, meeting or exceeding customer’s requirements and expectations

**Tek Systems Inc,** Rocky Hill, CTAug 2019 – Sep 2019

*Cabling Technician*

* Contracted by Red Thread for cable management and installation of new monitors
* Troubleshooted existing services and evaluated installations based on quality control standards
* Performed upgrades, downgrades, pre-wiring, and dwelling installations
* Installed drops, outlets, cables, digital terminals, and other cable system devices
* Maintained a safe work environment by following established safety practices
* Communicated clearly and effectively with supervisors and peers

**Saeed & Sons General Order Supplier,** Multan, PKDec 2015 – Nov 2016/May 2017 – Feb 2019

*IT Consultant*

* Configured and maintained organization’s computer network to ensure security measures
* Troubleshooted software, hardware, and network issues to enhance efficiency and productivity
* Completed training to facilitate setup of new technology
* Installed, configured, and upgraded PC software, OS, backup and restored data files and folders
* Provided remote support to diagnose and resolve complex technical user inquiries

**Cyber Security Lab BZU,** Multan, PKFeb 2015 – Nov 2015

*Digital Forensic Analyst*

* Received extensive training on principles and techniques related to digital forensic science
* Bit streamed imaging of HDD evidence files, validate tools and maintained quality of service
* Examined, analyzed, extracted, reported findings and maintained documentation of forensic evidence files
* Recovered files and partitions from HDD in windows OS environment
* Performed Steganalysis on JPG files to extract information to overcome anti forensic techniques
* Recovered password of AES 256bit encrypted RAR files

**SKILLS**

**Certifications:** CompTIA ITF Plus FC0-U61, CompTIA Security Plus SY0 501

**Relevant Skills**: Data Recovery, Forensic Imaging, Password Recovery, Network Traffic Analysis, Remote User Support, Steganalysis, OSI model, TCP/IP Protocol, HTML, CSS, MySQL, Python (intermediate), JavaScript (beginner), Microsoft Office, ServiceNow, Splunk, Citrix Workspace, Adhelp, Cable Management, Applications & Software, Business Continuity, CompTIA, Database Fundamentals, IT Concepts, IT Infrastructure, Networking Concepts, Programming Concepts, Security Awareness, Software Development, Wireless Networks

**Languages:** English, Punjabi, Urdu, Hindi