**Mahad Ahmad**

*Information Technology Engineer*

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# Objective

To enhance my skills in IT Engineering and Marketing, working with a dynamic and professional team that provides opportunities to grow and excel.

# Professional Summary

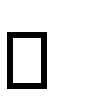
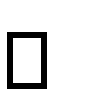
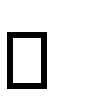
I’m an Information Technology Engineer who loves solving problems and making things work better. With 3 years as an IT Support Technician, I’ve tackled everything from hardware glitches to network hiccups, keeping systems running smoothly. Over the past 2 years, I’ve also dived into customer service, graphic design, and social media management helping people with a smile, crafting eye catching visuals for brands, and boosting online buzz with smart content. I’m all about teamwork, thrive in a busy environment, and can’t wait to bring my mix of tech know how and creativity to a role where I can really make a difference.

# Professional Experience

**Trillium Pharmaceuticals,** **Faisalabad,**  **Pakistan**

**IT Support Technician** *July 2021 – Sep 2024*



* Delivered technical support to end-users, troubleshooting hardware, software, and network  issues across 100+ systems.
* Installed, configured, and maintained computer systems, peripherals, and software, reducing  downtime by 20%.
* Monitored and optimized IT infrastructure performance, resolving system issues to ensure  seamless operations.

**Freelance / Pixify Solutions, Pakistan**

**Social Media Manager** *Oct**2022* ***–*** *Nov**2024*

* Managed social media accounts, growing follower base by 25% through targeted content strategies.
* Developed and scheduled posts using Canva and Hootsuite, increasing engagement rates by 40%.
* Analyzed metrics to refine campaigns, driving traffic to e- commerce stores and client websites.

**Pixify Solutions, Pakistan**

**Customer** **Service** **Representative**  *Oct**2020****–*** *Nov**2022*

* Handled customer inquiries and resolved issues for over 50 daily interactions, achieving a 95% satisfaction rate.
* Collaborated with teams to improve service processes, enhancing response times by 15%.
* Managed client communications via email and live chat, ensuring clear and professional support.

# Skills

Technical Troubleshooting, IT Support & System Maintenance, Customer Service Excellence, Graphic

Design, Social Media Strategy, Problem-Solving, Team Collaboration, Time Management, Content Creation, Basic Network Administration, MS Word, MS Excel, HTML ,CSS, Bootstrap,JavaScript

# Educational Qualification

* **BSIT:** GCUF Faisalabad– June 2024
* **FSC Pre Engineering:** BISE Faisalabad – 2020

# Course And Internships

**Shopify Designer Pixify Solutions:** As a Shopify Designer intern,first three months i worked here as an intern then i got a full time role in which I assisted in creating and customizing Shopify stores, ensuring a user friendly and visually appealing design. I also collaborated with the team to implement design improvements, enhance functionality, and optimize the overall shopping experience.

**MS Office and Utilities:** Proficient in MS Office Suite (Word, Excel, PowerPoint) and related utilities with hands-on experience in documentation, data management, and presentations.

**Graphic Designer:** In my time period of internship which is of 6 months, I played a key role in creating captivating visuals for marketing and branding projects. I collaborated with the team to ensure all designs were consistent with the brand’s identity across different platforms.

# Reference



Available upon request.

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