



Shamsheer Ali

Technical Support Officer Team Lead at
Interactive Health Solutions

A detail-oriented professional with a passion for service in the information technology industry. Skilled in a wide range of desktop applications, their uses, and how to maintain and repair them. Expert interpersonal communicator who is not satisfied until the customer is satisfied.

Highlight Skills

Troubleshooting: Operating System, Storage, Application and network related issues.

Network: Support work (LAN / WAN / Wireless Routers/Switch) Configuration.

Hardware: Dignosed hardware/components and replaced.

Software: Installation and configuration as per user's requirement.

Projects:

Tools: Medical Machine (Cepheid)

GeneXpert is a product of Cepheid it is a new test for tuberculosis. It can find out if a person is infected with TB, and also if the TB bacterium of the person has resistance to one of the common TB drugs, rifampicin. The four-cartridge GeneXpert.

Working as a team lead Configuration and Deployment Medical Instruments at all Govt. Hospitals in Pakistan.

Tools: Meta Com Router

GxAlert is a product of System One. You have been redirected from the former GxAlert.com to this new web page hosting all pertinent information for GxAlert.

Worked as a team lead Configuration and Deployment MetaCom Device at all Govt. Hospitals in Pakistan.

Tools: MS Access

Worked as a Data Entry Operator , Electronic and Manual Error checking.

Work History

Interactive Health Solutions

Sep 2013 - Present (6.9 years)

Team Lead-Technical Support Officer

Karachi, Pakistan

- Ensuring user notification of maintenance requirements and system availability. Maintaining confidentiality with regard to the information being processed and also providing on-the-job training to new department staff members.
- Supervise IT administrative management duties of personnel such as time and record keeping, compliance review, overseeing work assignments, scheduling of team.
- Conduct IT training on new process, procedures and technology.
- Rapid response and ownership of issues and requests reported by clients via Project Redmine system, telephone or email.
- Maintain knowledge and certifications necessary to support computer equipment and peripherals.
- Investigate system problems and provide solutions using specific product knowledge, system utilities, and operating environment.
- Provide user data and application recovery.
- Represents IHS in a professional and businesslike manner and communicates effectively with clients and associates.
- Maintains the highest level of customer satisfaction by resolving all tangible problems and concerns.
- Other related duties as assigned.
- Working continuously on a task until completion (or referral to third parties if

Contact Info

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Karachi, Pakistan

Academics

Commerce | 2018 | 3.4 CGPA

Sindh Institute of Managment and Technology

Diploma Of Associate Engineer | 2014 | 3.8
CGPA

Government Mono technical
Institute, Karachi

Metric | 2008 | 67%
Govt. Boys sec school, Karachi

Industries

- Information Technology

Functional Areas

- Hardware
- Management Information System (MIS)
- Operations
- Planning & Development
- Public Relations
- Safety & Environment
- Systems Analyst
- Teachers/Education, Training & Development

Languages

- English - Medium
- Urdu - Beginner

Hobbies

- Reading Books

appropriate).

- Rapidly establish a good working relationship with customers another professional and software developers.
- Deployments and Implementations of Gene Xpert Machines and GX Alert Metacom Routers and provide training at different sites of all over the Pakistan.

Interactive Research Development

Oct 2012 - Aug 2013 (10 months)

I.T Support Engineer

Karachi, Pakistan

- Network Support work (LAN / WAN / Wireless Routers)
- System Maintenance, Assembling, Installation and Troubleshooting (Computer Hardware)
- Microsoft Office (Word / Excel / PowerPoint / Outlook)
- Technical support and troubleshooting on IT network to customers
- Dedicated support for all the clients.
- Diagnosis and elimination of the faults at the user-end.
- VMware and Windows Administration
- Troubleshooting Operating System, Storage and Application related issues
- Deliver high quality IT infrastructure support
- Communicate with internal and external contacts, vendor management.
- Keeping all software's especially anti-virus up to date
- Troubleshooting network problems.
- Troubleshooting & Installation of Windows Xp, Windows 7, Windows 10.
- The key responsibilities are providing Software support, configuration, installation, hardware support.
- Ability to adapt with a highly challenging work environment and perform accordingly.
- Providing online and remote assistance for technical faults.
- Managing Inventory assets, accessories and updating it regularly on records.
- Managing stock devices, which are available and diagnose faulty devices.

Interactive Research & Development

Dec 2011 - Sep 2012 (9 months)

Data Entry Operator

Karachi, Pakistan

- Managed the data electronic and manually.
- Error Check & Dual Check Both Manually & Electronic.
- Manage the manual file record.
- Enter the data coming from Various Field.

Karachi Advance Technology

May 2009 - May 2010 (1 year)

System Engineer

Karachi, Pakistan

- Worked MCB Bank Ltd, C/O Karachi Advance Technology Related to Computer.
- Co-ordination with vendors for new hardware purchasing & warranty claims.
- Maintaining and inventory control of the company IT assets.
- PC Maintenance & Hardware Support on Client Side.
- Providing Weekly and Annually Reports regarding IT Support Section.
- Testing and fixing faulty equipment
- Any kind of help desk support (All system users).
- To provide technical support for LAN, Using Operation System and variety of Application Software.

Karachi Academy English Medium School

Jan 2008 - Apr 2009 (1.3 years)

School Teacher / Subject Specialist

Karachi, Pakistan

- Teaching Computer Subject 4 to 10 Classes Writer: GABA, OXFORD and Govt. Books.
- Management School Profile, Maintain Attendance Sheet of class teachers and Syllabus.
- Weekly Meeting with teacher staff.
- Provide Different Ideas for activity.

References, Transcripts and experience documents will be furnished upon request.