



# KHAWAR SHAHZAD

System Support Analyst - IT



## Professional Summary

Information Technology Support with over 5 years of hands-on experience in system and network support, hardware/software troubleshooting, and IT operations in large-scale retail environments. Proven ability to maintain system uptime, handle IT infrastructure, and provide timely support in high-pressure environments. Adept in configuring routers, POS systems, surveillance systems, and ensuring seamless IT services.



## Professional Experience

### • CHASE UP SHOPPING CITY

**IT EXECUTIVE**

**MAR 2025 – PRESENT**



- Providing software and hardware support to retail operations.
- Troubleshooting issues related to FOURGEN/ Retail Pro POS systems (Windows-based) including proxy printing, system freezes, etc.
- Handling NVR/DVR surveillance systems and escalating hardware failures to procurement.
- Managing and servicing HP A4 and Epson color printers, including ink refills.
- Configuring and troubleshooting D-Link IP phones and wireless access points.
- Maintaining daily server backups and ensuring uptime of FOURGEN/ Retail Pro & PABX servers.
- Managing network connectivity and routers (D-Link, Tenda, TP-Link, PTCL), and liaising with ISP providers.
- Supporting scale updates, price/promotion uploads, and resolving all IT-related issues at the store level.

### • CARREFOUR MAF PVT LTD. DMC KARACHI

**IT OFFICER**

**APR 2021 - NOV 2024**



- Computer Networks, MPLS Networks, Fiber Optics, Cisco & TP Link routers configuration, VPNs, VLAN, DHCP, CISCO Router 890 series, Switch Catalyst 9200L Series.
- DIGI Weighing Scales Configuration and Services.
- Update assets management system in intranet Portal.
- IBM POS Machines, Systems and Printers of Hardware/Software Configuration and Troubleshooting.
- Perform the test periodically on I.T System in order to be proactive for system failure.
- Gathering and analyzing data to diagnose problems with computer systems.
- Manage record of IT accessories which have given to users Installing, maintaining and monitoring wide range of network and their performance.
- Install and manage AD and DC on the server.
- Installation and configuration of Windows server, network printers, Wi-Fi access points and support software.
- P2P connectivity over Network.
- Outlook account configuration on IMAP Design.

### • Chunky Monkey Pioneer Amusement Services (Pvt) Ltd

**IT Support**

**FEB 2017 - March 2021**



- Basic Networking Device Configuration
- Windows Setup and Installation
- CCTV Camera Configuration and Installation
- Server Handling
- PBX Knowledge and Maintenance
- Inverter Knowledge
- RFID Devices Configuration
- Projector Knowledge and Maintenance
- Computer Hardware & Software
- Arcade Games Installing & Repairing
- POS Configuration

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## Skills & Tools

- **Operating Systems:** Windows Server, Windows 10, Windows 7, Linux ubuntu
- **Networking:** VLAN, DHCP, VPN, Fiber Optics
- **Hardware:** HP, DELL, Lenovo, HP/Epson Printers, POS, IBM Machines
- **Software:** FOURGEN, Retail Pro, Outlook (IMAP, POP3), MS Excel, photoshop, remote Utilities Viewer etc.
- **Servers:** File, AD, DC, FOURGEN, Retail Pro, PABX
- **Routers & Devices:** Cisco, TP-Link, Tenda, D-Link
- **Other:** NVR/DVR and Camera Configuration, IP Phones, Access Points, System Backups, Weighing Scale and Cash till Configuration



## Education

- **BS (Computer Science)** (Ongoing)  
*Virtual University of Pakistan.*
- **DAE (Information Technology)** 2021  
*Sindh Board of Technical Education Karachi*
- **Matriculation (Science)** 2016  
*Board of Secondary Education Karachi*

## Certificate of Achievement

- **Diploma in Information Technology Support Alison**
- **Diploma in Cyber Security – Alison**
- **Managing AI Governance in Organizations With ISO 42001 – Alison**
- **ITIL V3 Foundation Certificate – Carrefour**



## Language

- English
- Urdu
- Punjabi