



Rahid Ullah

Help Desk Analyst & Computer Operator

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Skills

Technical Skills

Troubleshooting, PowerShell, Linux CLI, Windows File & User Management, Nmap, Wireshark, Python Automation, MS Office Suite, CCTV Installation, Cloud Data Backup, Storage Management, Network & Internet Troubleshooting, SQL Database Management.

Professional Skills

Critical Thinking, Teamwork, Leadership, Problem-Solving, Communication.

Interest

Reading cybersecurity articles & blogs

Certifications

Google Cybersecurity

Coursera.org

2025

🔗 <https://coursera.org/verify/professional-cert/Y7ED834UZVSP>

Technical Support Fundamental

Coursera.org

2024

🔗 <https://coursera.org/verify/FO2VIWHZIDLp>

Computer Networking

Coursera.org

2024

🔗 <https://coursera.org/verify/OAZ5WEOXJBIO>

Google AI Essentials

Coursera.org

2024

🔗 <https://www.credly.com/go/GzbfOmbb>

Communication & Soft Skills

Digiskills.pk

2023

🔗 <https://digiskills.pk/verify>

Credential ID: NXTB87HMK

Languages

English Conversational

Urdu Native/Fluent

Pashto Native/Fluent

Summary

Computer Science graduate with proven expertise in **technical support and IT troubleshooting**. Experienced in **resolving hardware and software issues**, managing Windows environments, and maintaining network systems. **CCNA and Google Cybersecurity certified** with strong focus on **system security and user protection**. Delivers fast, reliable solutions to minimize downtime and ensure smooth business operations.

Work Experience

Help Desk Analyst | Khyber Graphics & Printing House | Peshawar, Pakistan

Feb 2022 - June 2025

- Provided **first-level technical support** to end users via phone, email, and in-person for **hardware, software, and system-related issues**.
- Diagnosed and resolved common IT problems, including **password resets, software installations, printer configurations, and user account management**.
- Escalated complex technical issues to appropriate IT specialists while maintaining **detailed ticket documentation** and ensuring proper follow up communication.
- Assisted users with **software training and basic troubleshooting** to improve IT literacy and reduce recurring support requests.

Computer Networking Intern | Agriculture University of Peshawar | Peshawar, Pakistan

Jan 2024 - April 2024

- **Configured and managed** secure Wi-Fi and router access for students and university staff.
- Assisted in implementing **data backup solutions** for student information.
- Gained hands-on experience in a large-scale network environment.

Projects

- **Small Office IT Setup:** Designed and implemented a comprehensive IT infrastructure for a small office, including network device configuration and computer setup.
- **Portfolio Website:** Developed and launched a personal portfolio website to showcase technical skills and completed projects.
- **CCTV Installation:** Installed and configured both IP and analog CCTV camera systems for a retail client, enhancing store security and surveillance capabilities.

Volunteer Experience

- Participated as a Coordinator Volunteer in the 3-day "IT & Business Expo" at the Agriculture University of Peshawar.

Education

Bachelor of Science in Computer Science Agriculture University of Peshawar | Peshawar, Pakistan *Expected Graduation: 2026*

- GPA: 3.49 (as of Semester 5)