

# Sehrish Javed

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Sollentuna, Stockholm

## Summary

- Experience as Technical Support Engineer (System and Application)
- Capable of interfacing with external teams
- Exceptional ability to quickly master new concepts and capable of working in-group as well as independently with excellent communication skills.

## Working Experience

### Technical Support Engineer

**The Exceptional** – Lahore, Pakistan (April 2019 - Feb 2021)

<https://the-exceptional.com>

- Experiences fixing end-user technical issues related to OS and Application
- Help configure the development Environment and fix the network connectivity issues
- Help Developers to fix reachability issues for Databases and applications.
- Bug fixing, configuring the Applications or Databases
- As support person dealing with service Desk ticketing system.
- Work on Critical and standard Service and Incident tickets
- OS Installation and configuration.
- Configure Email, MS Teams, and other Office 365 production for end-user
- Ensure Security of endpoints or Workstations
- OS and Application Patching

### IT Support Coordinator

**Al Khwarizmi Institute of Computer Science (KICS) UET Lahore**

(Mar 2021 - June 2021)

Technical coordinator in the computer department, KICS UET

- Ensure healthy working for all the workstations in LAB and IT department.
- Install the Operating system and other learning applications or tools in the LAB
- Make sure all lecture delivery content and equipment working well like sound system, Projectors. etc.
- Helping conducting lectures, seminars,
- Supervising students' academic project activities and assisting students in computer labs.

## Education

2021 – Stockholm, Sweden

**MS of Computer and Systems Sciences**

Stockholm University

<https://www.su.se>

### Courses

Internet of things (IoT) project based on Data Visual Representation and Advanced Analytics

### Personal Skills



Team Player, Quick-learner, Adaptive, Time Management, Self-motivated.

### Windows Server Administrator



Server OS Administration and Troubleshooting (windows, Mac, Application Support, DHCP, DNS, Active Directory, IP address management)

### Workstation and Endpoint Security



Workstation administration, Bit locker Encryption, Application Installation, and configuration. Security updates, Antivirus management, Mobile Device Management, Email configuration, workstation hardening, Service Desk, ITIL

### Additional Skills / Knowledge



Cloud Technologies (IAAS, PAAS, and SAAS). Figma, Adobe XD, MS Word, MS Excel, MS PowerPoint, Draw.io, Ticketing system (service requests and Incident escalation)

## Area of Interest

- Server Technical Support
- Workstation Technical Support
- Application Support
- Endpoint Security

Enterprise Resource Planning (ERP) project based on creating company business models  
Using MS Visio/Draw.io

Data Mining and Analysis (DAMI) project based on Studio and clustering with basics of  
Machine Learning concepts.

Digital Business in the area of IT (DIBU) project on E Auto Les Pieces website (marketplace) and so on.

## **Bachelor's in Computer Science**

[Lahore, Pakistan](#)

Forman Christian College (A Chartered University),

<https://www.fccollege.edu.pk/>

### **Courses**

OOP, Data Structure, Computer network, Database, Operating System, Computer Architecture, Discrete Math,  
System Administration, Quality Assurance, Software Engineering, Human-Computer Interaction etc