AFTAB AALAM

IT Support Specialist & Product Trainer

I'm Aftab Aalam

Date of Birth : April/1988

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CONTACT

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HOBBIES

Travel and Adventure
Computers and Technologies

EDUCATION

1. Class X:York public School,2004
2. Class Xll:Sri Pratab Higher Secondary School,2007
3: N+(Networking) STG ,2007
4: Diploma in Computer Science, Royal Polytechnic College,2008
5: CCNA(Cisco Certified Network Associate),2008
6: MCP(Microsoft Certified Professional),2008
7: Bachelor's Degree in Arts from Kashmir University,2011
8: TCS(Tata Consultancy Services) Training,2012

Work Experience

Worked as **QA Tester with Network Expertise** from 2012 to 2017.

Working as **IT Support Specialist & Product Trainer** in Rationaltabs Technologies Pvt LTD
From 2017 till present.

Summary

Professional Experience

- Developed and delivered software training programs for schools, colleges, and corporate clients.
- Created comprehensive training materials and documentation for new software upgrades and modules.
- Conducted regular training sessions for new hires and existing employees, ensuring proficiency in new software features and procedures.
- Designed and implemented customized software training workshops for clients, enhancing their understanding of system functionalities.
- Provided technical support for software installation, configuration, and customization, ensuring smooth client integration.
- Managed training records and conducted evaluations to track employee progress and training effectiveness.
- Performed rigorous software testing to guarantee functionality and resolve network issues promptly.

- Supported SMS panels, DLT registration, and Payment gateways, ensuring seamless operational support.
- Developed user-friendly software guides and conducted workshops to clarify technical concepts for diverse audiences.

Key Skills

- Software Training Program Development
- Training Documentation and Content Creation
- Technical Support and Troubleshooting
- Software Testing and Quality Assurance
- Client Workshop Facilitation
- User-Friendly Guide Production
- Communication and Presentation Skills