

Sohail Khan CV (ATS-Friendly, Professional)

IT Support Specialist | Web & IT Solutions Expert

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Professional Summary

IT Support Specialist and Web Developer with 5+ years of experience in IT support, web development, and digital marketing. Proficient in troubleshooting, front-end and back-end development, CMS platforms, and eCommerce solutions. Skilled in enhancing system performance, optimizing websites, and delivering training sessions. Adept at collaborating with teams to implement IT solutions that improve efficiency and user experience. Seeking opportunities to leverage technical expertise in a dynamic tech environment.

Core Skills

- **Front-End Development:** HTML5, CSS3, JavaScript, JQuery, Bootstrap, Materialize
 - **Back-End Development:** Python, NodeJS, PHP, SQL, MySQL, WordPress
 - **Operating Systems:** Windows, Mac, Ubuntu, Kali Linux, Android
 - **E-Commerce & Digital Marketing:** WooCommerce, Shopify, Amazon, Social Media Management, Ads Campaigns (Facebook, Instagram, Google)
 - **IT Support & Miscellaneous:** Troubleshooting, Hardware Support, IT Integration, Customer Service, IoT, AI, Cyber Security, Git, GitHub, Office 365
 - **Languages:** Pashto (Native), Urdu (Bilingual), English (Intermediate)
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Professional Experience

IT Support Specialist & ICT Instructor

KPESE Department | 2020 – Present - Assembled and repaired PCs, laptops, and printers while providing technical support. - Managed EMIS, improving data management and reporting accuracy. - Conducted training sessions on software applications and IT best practices. - Managed social media platforms, enhancing engagement and digital communication. - Monitored and maintained CCTV systems for security and operational efficiency. - Collaborated with IT teams to implement system updates and enhancements.

WordPress Developer

TezHost | 2019 – 2020 - Developed and customized WordPress themes (Avada, Divi, Astra, BeTheme) to enhance site functionality. - Integrated plugins such as WooCommerce, Elementor Pro, and WP Rocket. - Implemented SEO best practices using Yoast SEO, increasing site traffic by 25%. - Optimized website speed by 30% and strengthened security measures.

Web Application Developer (Freelance)

Fiverr | 2018 – 2020 - Designed and developed websites using HTML5, CSS3, JavaScript, PHP, and WordPress.

- Conducted WordPress speed optimization and SEO audits.
- Provided remote troubleshooting support and managed eCommerce sites.
- Facilitated website migrations with minimal downtime.

Web Developer

PakXpert | 2017 – 2019 - Developed user interfaces using JavaScript, JQuery, and Bootstrap.

- Implemented backend solutions with PHP and WordPress.
- Conducted website audits to improve performance and speed.

Web Designer & Developer Intern

TekNords Inc. | 2014 – 2015 - Managed and customized websites for performance and security.

- Maintained and optimized social media accounts.
 - Designed banners, logos, and posts to enhance brand visibility.
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Education

Bachelor of Science in Computer Science (BSCS)

University of Swat | 2013 – 2017 | CGPA: 3.8/4.0

Certifications & Coursework

- Google IT Support Specialist
- Microsoft Office 365 Fundamentals
- Introduction to Cyber Security
- Digital Forensics Basics
- CS50: Introduction to Computer Science (Harvard)
- Complete Linux Training Course (Udemy)
- Master Microsoft Word Beginner to Advanced (Udemy)
- TOTAL: CompTIA A+ Core 1 & Core 2 (Udemy)