

# SOHAIL KHAN

IT SUPPORT SPECIALIST

## SKILLS

**FRONT END DEVELOPMENT:** JavaScript, JQuery, Bootstrap, Materialize, CSS3 , HTML5.

**BACK END DEVELOPMENT :** Python, NodeJS, PHP, SQL, MySQL, WordPress.

**OPERATING SYSTEMS:** Ubuntu, Kali Linux, Windows, Mac, Android.

**ECOMMERCE & DIGITAL MARKETING :** Social Media Management, Ads Campaign(Facebook, Instagram, Google), WooCommerce, Shopify, Amazon

**MISCELLANEOUS:** C, C++, Java, Bash Scripting, Troubleshooting, Hardware Support, Customer Services, IT Integration, IoT, AI, Cyber Security, Git, Github, Office 365.

## CONTACT

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## WORK EXPERIENCE

### KPESE Department

IT Support Specialist and ICT Instructor

2020 - PRESENT

#### Key Responsibilities

- Assembled and repaired PCs, laptops, and printers, providing hands-on technical support and maintenance.
- Troubleshoot and resolved issues with printers, PCs, and mobile devices, delivering efficient solutions to enhance user satisfaction.
- Managed and designed social media sites, including Facebook and blogs, to boost engagement and brand visibility.
- Oversaw CCTV systems, ensuring optimal operation and security monitoring across facilities.
- Managed EMIS, streamlining data management and reporting for improved decision-making.
- Conducted training sessions for staff and students on software applications and best practices, enhancing technology adoption.
- Collaborated with IT teams to implement system updates and enhancements, maintaining up-to-date technology infrastructure.

## EDUCATION

2013 - 2017

UNIVERSITY OF SWAT

- BS Computer Science
- CGPA: 3.8 / 4.0

## COURSEWORK

- Complete Linux Training Course to Get Your Dream IT Job. ([Udemy](#))
- Master Microsoft Word Beginner to Advanced ([Udemy](#))
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- TOTAL: CompTIA A+ Core 1 (220-1101) Course + Exam ([Udemy](#))
- TOTAL: CompTIA A+ Core 2 (220-1102) Course + Exam ([Udemy](#))
- CS50: Introduction to Computer Science. ([Harvard](#))

### TezHost

WordPress Developer

2019 - 2020

#### Key Responsibilities

- Enhanced the functionality of WordPress sites, leading to improved user experience and client satisfaction.
- Optimized site performance and speed, resulting in a 30% decrease in load times across multiple projects.
- Implemented robust security measures, safeguarding client websites against vulnerabilities and breaches.
- Specialized in various content management systems (CMS) with a strong focus on WordPress, ensuring effective site management.
- Developed and customized premium themes, including Avada, Divi, Astra, and BeTheme, to align with client branding and requirements.
- Integrated essential plugins such as WooCommerce, Gravity Forms, Elementor Pro, and WP Rocket to enhance site capabilities.
- Executed SEO best practices using Yoast SEO, improving organic search rankings and increasing site traffic by 25%.

## CERTIFICATIONS

- Google IT Support Specialist
- Microsoft Office 365 Fundamentals
- Introduction to Cyber Security
- Digital Forensics Basics

## INTEREST

- Video Games
- Cricket, Foot Ball, Basket Ball
- Gymnasium and Calisthenics
- Tech Videos Content
- Science Fiction TV Serials
- Travelling
- Diet and Nutrition
- DIY Projects

## LANGUAGES

- English: Intermediate
- Urdu: Bilingual
- Pashto: Native

## WORK EXPERIENCE

### Fiverr

Web Application Developer

2018- 2020

#### Key Responsibilities

- Designed and developed websites from the ground up using HTML5, CSS3, JavaScript, and PHP.
- Conducted WordPress speed optimization through auditing, CDN implementation, image optimization, and caching, significantly enhancing loading times.
- Executed comprehensive WordPress SEO strategies, including on-page, off-page, and technical optimizations utilizing tools such as Google and Bing Webmaster, Yoast Plugin, and Google Search Console.
- Resolved various WordPress issues, ensuring seamless site functionality and user experience.
- Provided remote troubleshooting support for computers using TeamViewer, effectively diagnosing and resolving technical problems.
- Managed and maintained eCommerce sites, ensuring optimal performance and user engagement.
- Facilitated website migrations, ensuring data integrity and minimal downtime during transitions.

### PakXpert

Web Developer

2017- 2019

#### Key Responsibilities

- **Frontend Technologies:** Developed user interfaces using JavaScript, jQuery, and Bootstrap, ensuring responsive and dynamic web experiences.
- **Backend Development:** Utilized PHP and WordPress to create robust backend solutions for websites.
- **Website Launch:** Collaborated with skilled developers to create and launch websites on servers, ensuring seamless deployment.
- **Website Auditing:** Conducted comprehensive audits of websites to identify issues and recommend improvements for performance and security.
- **Speed Optimization:** Implemented strategies to optimize website speed, enhancing user experience and improving search engine rankings.
- **Freelance Experience:** Gained valuable experience freelancing for international clients within the PakXpert community, delivering tailored web solutions to meet diverse needs.

### TekNords Inc.

Web Designer and Developer Intern

2014- 2015

#### Key Responsibilities

- Collaborated with a skilled team of developers to enhance technical expertise in web development
- Managed and customized websites, ensuring optimal performance and security through penetration testing
- Maintained and optimized the company's social media accounts
- Designed engaging banners, posts, and logos to boost brand visibility and audience engagement
- Developed a strong foundation in web development and digital marketing skills