



# Ishad ul haq Siddiqui

Technical Support & Information Technology  
Project Coordinator at Sharp Brains Limited IT And  
Network Services UK

I am a self-motivated and passionate Software Engineer with more than 1 year of experience in Project Management and Technical Support and always eager to enhance my skills and knowledge by working on the cutting edge technologies with great effort and hard work.

## Contact Info

03201417761

ishadulhaq.siddiqui@gmail.com

House # 369 Street # 11 A-Block Meher  
Fayyaz Colony Fateh Garh Lahore  
Lahore, Pakistan

## Strengths & Skills

- ✓ Basic HTML
- ✓ Database
- ✓ Project Management

- ✓ C++
- ✓ Microsoft Office
- ✓ Team player

- ✓ CSS
- ✓ Networking
- ✓ WordPress

## Academics

Title	Institute	Date
BSCS (Bachelor in Computer Science)	Bahria University, Lahore	2019
Intermediate in Computer Science (ICS)	Govt. Shalimar College, Lahore	2014
Matriculation (Science Group)	Faiz Foundation High School, Lahore	2012

## Experience 1 year

Company	Designation	Duration	
Sharp Brains Limited IT And Network Services UK	Technical Support & Information Technology Project Coordinator	Sep 2019 - Present	5 months
Wateen Telecom Limited	IT Support Specialist	Apr 2019 - Sep 2019	5 months
Concept Beans Pvt Ltd	Junior Front End Developer / UI Developer	Aug 2018 - Nov 2018	3 months
Arfa Software Technology Park (Plan9)	Social Media Expert	Jun 2016 - Sep 2016	3 months

## Work History

### Sharp Brains Limited IT And Network Services UK

Sep 2019 - Present (5 months)

#### Technical Support & Information Technology Project Coordinator

Lahore, Pakistan

Responsibilities as an Information Technology Project Coordinator :

- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project
- Advertising, shortlisting and interviewing candidates for positions of IT engineers and Technicians
- Ensure standards and requirements are met through conducting quality assurance tests
- Provide a summary and record of all new staff under process
- Helping the Contract Manager with the development of operating procedures
- Keeping in close contact with key project members and decision-makers
- Assign tasks to internal teams and assist with schedule management
- Ensure stakeholder views are managed towards the best solution
- Providing administrative support as needed
- Developing project strategies

### Wateen Telecom Limited

Apr 2019 - Sep 2019 (5 months)

#### IT Support Specialist

Lahore, Pakistan

Responsibilities as an IT Support Officer

- Upgrade Windows 7 machines to Windows 10 with SCCM solutions
- Perform Break-fix on all IT equipment
- Install, upgrade, support, and troubleshoot Windows 7 and Windows 10, Office 2007 and 2010
- Prepare all IT equipment to newcomers, tasks include new machines on Windows environment

- Installing and configuring computer hardware, software, systems, networks
- Onsite technical support on Windows
- Resolve the requests in line with the set SLAs, and forward the more complex queries to the second level team(Desktop Team L2)
- Creating new user accounts, imaging computers, configuring desktops, installing printers for users, installing common software, virus cleaning, and basic user help.
- Configure Outlook and Zoho Account Settings

**Concept Beans Pvt Ltd**

**Aug 2018 - Nov 2018 (3 months)**

## **Junior Front End Developer / UI Developer**

**Lahore, Pakistan**

Responsibilities as an Junior Front End Developer

- Ensure a cohesive user experience in accordance with Godfrey's approach to UI design
- Collaborate with the developers and creative team to push ideas and the work
- Analyze design requirements and recommend technical solutions
- Deliver on-time, high-quality and error-free work that gets results
- Assure that all user input is validated before submitting to back-end

**Arfa Software Technology Park (Plan9)**

**Jun 2016 - Sep 2016 (3 months)**

## **Social Media Expert**

**Lahore, Pakistan**

Responsibilities as an SEO Expert / Social Media Expert

- Creation of content which meets our customer standards
- Review and approve the content on a daily basis
- Develop and deliver social media optimization (SMO)
- Creating and managing monthly promotions
- Stay current with social media trends and best practices
- Research opportunities for new social marketing platforms and select adapt the current process to fit client needs
- Work with other departments to promote brand consistency.
- Collaborate with Marketing, Sales and Product Development teams

## **Projects**

**Hostel Finder And Monitor (FYP)**

**Jan 2018 - Jan 2019 (1 year)**

**Company:** Bahria University

**Tools:** Android Studio, corePHP

HFAM (Hostel Finder And Monitor) is a Web-based and Android-based platform for facilitating students and their guardians where:

Students/Guardians can search, view and select hostels

Students/Guardians can easily find hostels by their live location or by entering a location, areas, and universities

Students/Guardians can easily set the radius where they want to find hostels

Guardians can easily track their children's through this platform

Students get online fee reports on their dashboards

Hostel owners can manage data of hundreds of students online easily

Hostel owners can easily manage fee record on this platform

Admin can remove user or hostel from this platform

Developing the Hostel Management System where the record of all registered Hostels will be managed.

Also, Developing Android App using Andriod Studio for monitoring the students.

**Game Development (Semester Project)**

**Jan 2017 - May 2017 (4 months)**

**Company:** Bahria University

**Tools:** Unity

Develop Dodging car game using Unity

**Visual Programming C# (Semester Project)**

**Aug 2016 - Dec 2016 (4 months)**

**Company:** Bahria University

**Tools:** Visual Studio

Developed Quiz Management System with C#(Visual Programming) using SQL Database

**Object Oriented Programming (Semester Project)**

**Jan 2016 - May 2016 (4 months)**

**Company:** Bahria University

**Tools:** Visual Studio

Developed Shopping Mall Management System with C++ in OOP(Object Oriented Programming)

## Awards

Title	Authority	Date
Event Organizer	TechHub Connect PlanX	2017
Brand Ambassador	See Lahore Education Expo	2016

## References

**Wajiha Ghazal | +92 321 4011091**

Concept Beans Pvt Ltd  
wajiha@conceptbeans.com

## Industries

- Wordpress Development
- Project Management
- Technical Support Engineer
- Networking

## Languages

- Urdu - Native
- English - Medium
- Punjabi - Medium

## Functional Areas

- Software & Web Development
- Project Management
- Computer Networking

## Hobbies

- Cricket