

**MUHAMMAD SAFWAN KHAN (IT SUPPORT)**

**DAE / HICP / HICA / CCNA/ MCITP/ MCSE / Office Management 8 years’ experience**

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Contact: +923314116339 / m.safwankhan@hotmail.com

Nationality: Pakistani

Date of Birth: 10-01-1992(28 years old)

Marital Status: Single

Current Location: Lahore, Pakistan

**Professional Summary**

* More than 8 years experienced Support Engineer who is proficient in all major operating system
* Adept at database analysis, computer troubleshooting and upgrading hardware and software
* Hands-on experience for troubleshooting OS and hardware related problems
* Equipped to work as individual contributor or in a tea to carry our assigned task

**Professional Experience (8 years) – 4 Entries**

1. Company: Princess Nora Bint Abdul Rahman University. (www.pnu.edu.sa)

Location: Riyadh, Kingdom of Saudi Arabia

Designation: IT Support

Duration: September 2014 to July 2019 (4 years 10 months)

**KEY RESPONSIBILITIES**

* Install and configure computer hardware operating systems and application.
* Monitor and maintain computer systems and networks.
* Talk staff or clients through a series of actions, either face-to-face or over the phone, to help setup system or resolve issues.
* Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
* Replace parts as required.
* Provide support, including procedural documentation and relevant reports.
* Follow diagrams and written instructions to repair to a fault or set up a system.
* Support the roll-out of new application.
* Set up new users’ accounts and profiles and deal with password issues.
* Respond within agreed time limits to call-outs.
* Work continuously on a task until completion.
* Priorities and manage many open cases at one time.
* Test and evaluate new technology.

1. Company: The University of Lahore. (www.uol.edu.pk)

Location: Lahore, Punjab, Pakistan

Designation: IT Lab In charge

Duration: May 2011 to Sep 2014 (3.5 year)

**KEY RESPONSIBILITIES**

* Management and administration of all IT Labs in the university.
* Responsible for maintaining all lab computers as well as performing software updates.
* Responsible for installing operating systems and software for lab and university staff.
* Responsible for compiling all lab data for each project into final project reports for management.
* Laying UTP cable for new nodes in the lab and in the university campus where required.

1. Institute: Vocational Training Institute, VTI. (www.tevta.gop.pk)

Location: Lahore, Punjab, Pakistan

Designation: Office Assistant

Duration: Sep 2008 to May 2009 (8 Months)

**KEY RESPONSIBILITIES**

* Monitor incoming emails and answer or forward as required.
* Maintain Office filing and storage system.
* Update and maintain internal staff contact list.
* Type Document, reports and correspondence.
* Assist with event planning and implementation.

1. Institute: Corvit (Internship) (www.corvit.com)

Location: Lahore, Punjab, Pakistan

Designation: Administrative Assistant

Duration: October 2011 to December 2011 (2 months)

**KEY RESPONSIBILITIES**

* Provide full admin support to the team and department.
* Perform data-entry, documentation, printing and filling duties.
* Maintain a proper and user friendly filling and document control system for recording and tracking of all documents.
* Put up purchase requests for all approved purchases for the necessary approvals and verify invoices for the raised purchases upon delivery of goods and services.
* Create and maintain useful databases for the department.
* Perform some research duties as and when required by the team.
* Assist the Dept. head to maintain a proper attendance and tracking report for the Dept.

**Educational Qualifications**

* **DAE Electronic**

Petroman Training Institute, *Shahrah-E-Faisal Karachi Pakistan. (www.sbte.edu.pk)*

**Professional Certifications**

* **HCIP Routing & Switching ( Huawei Certified ICT Professional )**

*Huawei Certification No: 010200103623808018171409*

*Professional Development Center 02-jan-2020*

* **HCIA Routing& Switching ( Huawei Certified ICT Associate )**

*Huawei Certification No: 01010010162380765921135488*

*Professional Development Center 28-Nov-2019*

* **MCSE (Microsoft Certified Solutions Expert) Certificate**

*TEVTA- Microsoft Information Technology Academy Government of the Punjab (2013)*

* **MCITP (Microsoft Certified IT Professional) Certificate**

*TEVTA- Microsoft Information Technology Academy Government of the Punjab (2012)*

* **Office Assistant Certificate**

*Punjab Vocational Training Council Government of the Punjab (2008)*

**Languages**

* English: Fluent
* Urdu: Native
* Arabic: Workable

**Trainings**

* CCNA training from (January 2012) Punjab University Lahore. Pakistan
* CCNA training from (March 2013) Corvit
* Microsoft Hyper-V Manager training (December 2013) The University of Lahore Pakistan
* CCTV (Close-Circuit Television) training (August 2014) Tech-Ni-Test
* SACS (Security Access Control System) training (Feburary 2015) Honeywell Turkey Ltd
* RTLS (Real Time Location System) training (April 2015) Honeywell Turkey Ltd

**Computer Skills**

* Office MS Office all version
* Graphics Adobe Photoshop
* OS All version mn
* EBI (Enterprise Building Integrator) Related Environment
* RTLS (Real Time Location System) Related Environment

**personal skills**

**technical Skills**

Administration

Networking and Troubleshooting

Help Desk & Desktop Support

Hardware and Software

CCTV & Access Control

Excellent problem-solving

Diagnosis of Infrastructure

LAN/WAN

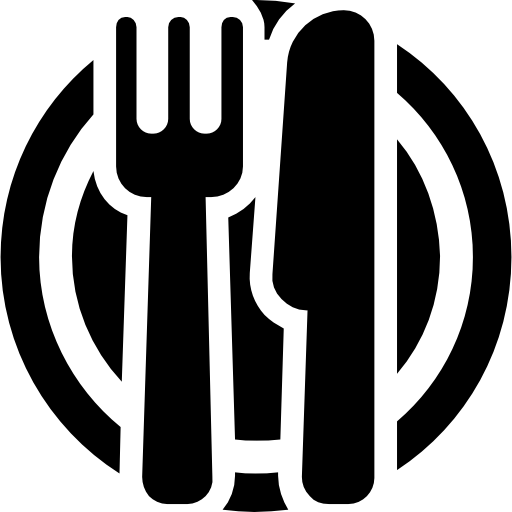
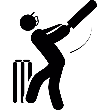
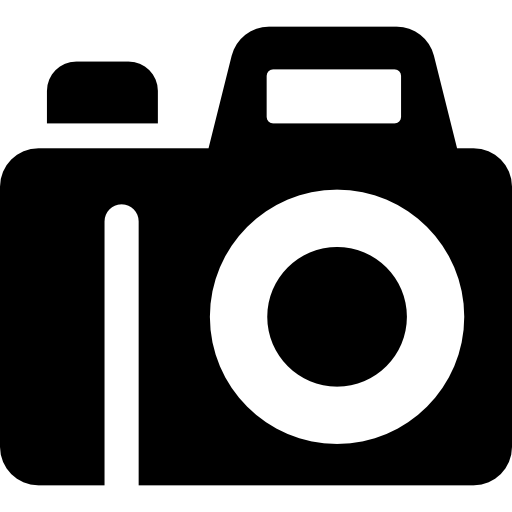
End users Support



**SPECIAL SKILLS AND CAPABILITIES**

* Self-starter with capability to work separately with minimum supervision.
* Outstanding customer relations and communication skills.
* Exceptional logic and problem solving skills.
* Group effort and teamwork focused.
* Profound ability to follow instructions and finish work assignments in a opportune manner.

**Interests and activities**



**References will be furnished on demand**