

MUHAMMAD SOHAIB

IT / DESKTOP SUPPORT ENGINEER



Personal Profile

Date of Birth:	13-Jul-1993	Nationality:	Pakistani
Marital Status:	Single	Contact:	Mob# +971563660876
Email:	miansohaib8666@gmail.com	Visa Status:	Visit Visa(Expire 5 th April)
Languages:	English, Urdu, Hindi	Address:	Jumeira 1, Dubai UAE

Career Objective

"Experienced IT Technical Support Engineer, want to become a key player in the Information Technology Sector and contribute effectively to an organization which provides opportunities and challenging environment. To walk in any challenging environment and be productive ensuring maximum reliability, availability and continuity of IT Services of any organization by providing efficient, expert, professional & process oriented technical support."

Key Skills

- **Expert in L1 IT Support** (Installation, Configuration & Troubleshooting of all IT Software/Hardware, IT Helpdesk queries management, remote & onsite issues resolution).
- **CCTV Camera Installation**
- **Firewall Zone Configuration**
- **System Administration** (Windows(7,8,10), Windows Servers(2012 R2 & 2016 R2), Active Directory, Domain Controller configuration & management, Exchange Server Installation & Configuration, Virtualization)
- **ERP Configuration**
- **Wired & Wireless Technologies**
- **Networking** (Sub netting, OSI layers, switches & routers).
- **Routing & Switching LAN, WAN**
- **MS Office** (Word, PowerPoint, Excel, Outlook).
- **Database** (Sql, Mysql, MS Access).
- **Web Designing** (Html, Css, Bootstrap, JQuery., Dream Viewer, Adobe Photoshop).

Work Experience

Rai Medical College Sargodha, Pakistan

Sep 2016 – Dec 2018

IT & Desktop Support

- Provide support for all Information Technology Products and Services. Support may include answering questions, troubleshooting problems, regarding software or hardware functionality.
- Managing Hardware/Software & computer equipment, Upgrade & Replace Hardware & Software.
- Installation, Configuration & Troubleshooting of: Windows OS, MS Servers, Learning Application, Telephone, PABX, CCTV Camera, Biometric Attendance Device, Printers, Projectors & Smart Boards.
- Basic Level Network Troubleshooting.
- Perform routine security checks on the system.
- Installed Cable 1000 meters installed 10 pair wire for PTCL exchange.
- Maintained up to date virus protection tables using McAfee Anti-Virus.
- Support, Configure, maintain and upgrade corporate employee's networks and organizational units.
- Implement ERP software.
- Recommended computer products and applications to improve productivity.
- Providing support, including procedural documentation and relevant reports.
- Installed and configure PABX 2000C 32 lines in hospital, Medical college and admin block.
- Write and distribute email, letters, faxes and forms.
- Worked closely with IT team members and supervisors to troubleshooting skills.

- Installing, configuring printer's scanners and other devices.
- Managing and providing support to Hospital Management System Cooperated effectively with vendors to facilitate installation, testing, upgrade, and migration of new software.
- Provides administrative, clerical, and technical support to Operation Department
- Set up IT Lab more than 50 systems provide internet services, software and other resource.
- Installing, configuring Routers Access Points and Switches.
- Installation of the operating systems and office applications for all network workstations.
- Routine Maintenance and Installing/configuring new computers/telephones.
- END USER SUPPORT, Troubleshooting system software & Hardware.
- Develop training materials and procedures, and/or train users in the proper use of hardware and software.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Setting up new users' accounts and profiles and dealing with password issues.
- Support of different Learning-Applications (Desktop & Web Applications).
- Backup of CCTV Recording, Troubleshooting of Devices.
- Support to Online Exams.
- MS Office Applications Support (Installation, Configuration & Troubleshooting).
- Different Learning Applications Installation, Configuration & Troubleshooting.
- Smart Boards Issues resolutions.
- Maintain college IT Assets records.
- Building & maintain good service relation with users.

Phoenix Developers & Designers (Pakistan)

Jan2019–Nov2019

IT Support

- Worked on Windows Server 2012 R2.
- Adding Rules & Features in Windows Server 2012 R2.
- Managing inbound and outbound customer calls and queries in a timely manner as per SLA.
- Identify issues, customer's needs, clarify information & providing solutions.
- System/Software Installation, Configuration & Troubleshooting.
- Configuration & Troubleshooting of Office 365.
- System/Software Installation, Troubleshooting.
- Network Troubleshooting.
- Follow process & procedures in line as per SLA.

Education / Academic Qualifications

University of South Asia, Lahore (Pakistan)

2013-2017

BSCS (Bachelor of Science in Computer Science)

(3.57/4.00CGPA)

BISE Sargodha

2010-2012

Intermediate (Intermediate in Computer Science)

Reference

Will be provided on demand