



Professional Summary:

I am a well-trained, experienced and below all achievement orientated professional, a highly motivated team player with a young confident outlook, capable of taking full operational responsibility for business critical systems. I have good personal management abilities and develop excellent business relationships with customers. I proficiently utilize all available resources.

Systems Admin | Help-Desk Support | IP Telephony Support | IT Support | Technology Support

- 4 years professional experience to provide technical support related to software, hardware and networking client / server level support.
- Proven track records to work in high-volume of user and complains. Demonstrated strengths in rapidly diagnosed, troubleshoot and resolved the reported issues by using multi ticket system.
- Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.

Academic Qualification:

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| Bachelors – University of Karachi, Karachi. | 2016 |
| Intermediate in Pre- Engineering – Govt. College For Women (BIE Karachi). | 2011 |
| Matriculate in Science – Nasra Secondary School, Karachi, (BSE Karachi). | 2009 |

Extra Qualification:

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| Diploma in Information Technology – Sindh Board of Technical Education | 2012-2014 |
| Certification in English Language Program – ESL Club, Karachi | 2010 |
| Certification in Information Technology – Skill Development Council, Karachi | 2009 |

KEY SKILLS

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| <ul style="list-style-type: none">† Technical Troubleshooting† Hardware / Software's Configuration† User Training / Support† Complaint Handling† Phone & Remote Based Support† Network Storage Solution† Data Security and Backup† Helpdesk Ticket Support† Software / Hardware WLAN Connectivity | <ul style="list-style-type: none">† Problem Diagnosis† Firewall and Access Point† Avaya/ Grandstream/ Dlink† IP Telephony† Apple Expert† Salesforce Expert† Designing Software i.e† Illustrator, freehand etc† Technical Troubleshooting | <ul style="list-style-type: none">† Client / Server Models† Preventive Maintenance† Network Printer Support† CCTV† Access Control System† Design IT Structure† Server Administration† Website Management† Accounting software |
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Working Experience (U.A.E.):

IT Administrator

Foresight Group Services FZCO (2018-Present)

- *Ensures that internal IT structure of the enterprise remains up-to-date.*
- *Avert possible cyber-attacks for greater productivity as per company policies and procedures.*
- *Manage in-house and cloud servers, network equipment, and other related IT infrastructure.*
- *Maintain, repair and upgrade the operating system including hardware and software.*
- *Monitor the performance of existing computer systems and IT infrastructures.*
- *Install and implement effective security systems.*
- *Upgrade hardware and software programs.*
- *Perform data backup and recovery processes.*
- *Resolve issues with systems and programs.*
- *Making recommendations for improving the company's IT systems and carrying out routine.*
- *Monitoring internet and email use.*

IT Consultant

Itechurately Computing LLC (2016-2018)

- *Meet with clients to determine requirements.*
- *Work with clients to define the scope of a project.*
- *Plan timescales and the resources needed.*
- *Clarify a client's system specifications, understand their work practices and the nature of their business.*
- *Travel to customer sites.*
- *Liaise with staff at all levels of a client organization.*
- *Define software, hardware and network requirements.*
- *Analyze IT requirements within companies and give independent and objective advice on the use of it.*
- *Develop agreed solutions and implement new systems.*
- *Present solutions in written or oral reports.*
- *Help clients with change-management activities.*
- *Purchase systems where appropriate.*
- *Design, test, install and monitor new systems.*
- *Prepare documentation and present progress reports to customers.*
- *Organise training for users and other consultants.*
- *Be involved in sales and support, and where appropriate, maintain contact with client organizations.*
- *Identify potential clients and build and maintain contacts.*

Graphics Designer cum Sales Executive

On Time Design & Artwork (Jun 2014 – Feb 2016)

- *Listening to customer requirements and presenting appropriate designs to satisfy them.*
- *Maintaining and developing relationships with existing customers in person and via calls and emails.*
- *Cold calling to arrange meetings with potential customers.*
- *Making accurate, rapid cost calculations and providing customers with quotations of require designed products.*

Branch Incharge

Al Bader Exchange (Feb – Jun 2014)

- *Updating all customer records in order to be easily tract/ contact the customer if needed.*
- *Filling all the customer records/bill and keeping in one place where can easily locate the necessary data for the designated bank.*
- *Check/Monitor all transfer if it is credited or need more information details in crediting to the Individual bank.*
- *Assisting client's inquiries.*
- *In-charge of handling rupees transfer: bank to bank, express money, western union Act.*

Working Experience (Pakistan):**Graphics Designer**

Pakistan Security Printing Corporation Ltd. (May 2010 – Dec 2012)

- *Designed security products like Degrees, Commemorative Stamps etc.*
- *Manage all records, preparation of monthly/yearly reports.*

IT Administrator

Grafton College Karachi (May 2013 – Feb 2014)

- *Responsible for maintaining the company's IT network, servers and security systems*
- *Investigating and diagnosing network problems, collecting IT usage stats to ensure that IT network never fails down*
- *Making recommendations for improving the company's IT systems and carrying out routine*
- *Configuration and installation of IT solutions.*
- *Called upon to help colleagues with more basic IT need.*
- *Setting up new users and managing backup, security and passwords on server.*
- *Monitoring internet and email use*

Language: Fluency in English and Urdu. Working Knowledge of Arabic.

Personal Information:

Husband's Name: Syed Farrukh Hashmi
Date of Birth: 02 Aug 1992
Place of Birth: Pakistan
Marital Status: Married
Visa Status: Spouse Residence Visa
Driving License: UAE Driving License
Passport No.: BV6856201

(Further information will be provided upon request)