

# Rehan Khalid

## Desktop Support Engineer

Skilled Desktop Support Engineer with more than 2 Years of experience in providing comprehensive technical support to end-users in customer service, and professional recruitment industries. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. Seeking to utilize expertise in information technology and desktop support to take next career step with a highly respected financial firm.



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☎ 0304-3663115

📍 Shadman Town Ravi Block House No 109 Sahiwal, Sahiwal, Pakistan

## WORK EXPERIENCE

### Resident Engineer/Desktop Support Engineer

BCI Services PVT LTD ( Bank Alfalah )

07/2017 – Present

Sahiwal

#### Achievements/Tasks

- Configure Antivirus Software to fully protect IT environment.
- Monitor the Performance of the Computer Systems and Address Issues as They Arise
- Provide Technical Support for Software Reconfiguration to aid in Function Customization
- Install Computer Hardware and Software on Desktops to Keep Versions Current
- Researching, Diagnosing, Troubleshooting and Identifying Solutions to Resolve System Issues
- Prioritize and manage several open issues at one time
- Network with LAN/WAN and active directory for continuous company connection
- Initiate and complete Microsoft Windows server operating system updates
- Document technical knowledge in the form of notes and manuals
- Provide prompt and accurate feedback to customers

## EDUCATION

### MCS

BZU Sub-Campus Sahiwal

07/2015 – 06/2019

Sahiwal, Pakistan, 2.88/4.00

### BSC

BZU university

04/2014 – 05/2015

Sahiwal, Pakistan, 446/800

### FSC Pre-Engineering

Government Post Graduate College Sahiwal

06/2011 – 08/2012

Sahiwal, Pakistan, 666/1100

### Metric

Government Comprehensive School Sahiwal

07/2009 – 08/2010

Sahiwal, Pakistan, 744/1050

## SKILLS

In-depth knowledge of hardware and software

Up-to-date knowledge of the latest IT and software trends

Strong Communications Skills

Strong customer service ethos

Excellent organisational skills

Ability to quickly establish good working relationships with clients

Problem Solving

Flexibility

Project Management.

A logical mind

Willingness to sometimes work unsociable hours

## LANGUAGES

Urdu

Native or Bilingual Proficiency

Punjabi

Native or Bilingual Proficiency

English

Professional Working Proficiency

## INTERESTS

Internet Using

Watching Movies

Playing Games