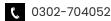# ARSLAN ILYAS

IT SUPPORT ENGINEER

📞 0302-7040529   ✉ sunny.anjum63@gmail.com   in linkedin.com/in/arslanilyas-it   📍 Punjab , Faisalabad PK

PROFILE

IT Support Engineer with 4+ years of experience providing technical support to end users in a variety of settings, including corporate, education, and healthcare. Proficient in troubleshooting, configuring, and installing hardware and software, including Windows, and Linux operating systems. Expertise in IT support tools and technologies. Proven ability to work effectively with customers and resolve complex technical issues in a timely and efficient manner

TECHNICAL SKILLS

- Windows operating Systems
- Active Directory and Group Policy management
- Hardware troubleshooting
- TCP/IP, DNS, DHCP
- Remote Desktop support tools
- Networking
- Ticket Management
- Sophos endpoint security
- MS-Office

TRAINING

- CCNA
- CompTIA A+
- Virtulization
- Basic Linux
- Microsoft 365
- MCSA
- ESXI

💼 WORK EXPERIENCE

2022 – 2024

Medcare MSO (Present) FSD
IT Support Engineer

- Responsible for monitoring and controlling IT Setup and maintenance.
- Assembling and installation of desktops, keeping all the systems up to date, and helping end-users do their job more efficiently
- Managing system administration, networking, and hardware management & maintenance in the organization
- Managed user accounts and permissions in Active Directory
- Provided technical support to users regarding hardware, software, and network issues

2021 – 2022

IRC Dairy Products Limited FSD
Officer IT

- Conducted hardware and software installations, upgrades, and repairs
- Assembling and installation of desktops, keeping all the systems up to date, and helping end-users do their job more efficiently
- Assisted in the development and implementation of IT policies and procedures.
- Maintained inventory of IT equipment and software licenses
- Provided training and support to end-users on new systems and applications

SOFT SKILLS

- COMMUNICATION
- TEAMWORK
- SOCIAL
- PROBLEM SOLVING
- ACTIVE LISENING
- Multitasking

LANGUAGE

- English
- Urdu

INTREST

- MOVIES
- GAMING
- BADMINTON
- INTERNET SURFING
- TECH LEARNING

2019
-
2021

Kamal Fabrics PVT LTD FSD

System & Network Administrator

- Diagnosed and resolved hardware and software issues for desktops, laptops, printers, and other peripherals.
- Installed, configured, and updated software applications and operating systems.
- Provided remote support to off-site users via phone, email, and remote desktop tools.
- Documented troubleshooting procedures and solutions for future reference

2018
-
2019

Klash PVT LTD FSD

Product Design Manager

- Diagnosed and resolved hardware and software issues for desktops, laptops, printers, and other peripherals
- Provided technical support to users regarding hardware, software, and network issues.

2018
-
2018

AL-Mustfa Grammar School FSD

Computer Teacher

EDUCATION

2014
-
2017

MSc(CS)

University Agriculture FSD

2012
-
2014

Bachelor of Commerce (B.com)

G.C University FSD

2009
-
2011

Intermediate OF Commerce (I.Com)

G.C University FSD

2007
-
2009

Matric in Science

Govt . Crescent Model School