

# ZAKIRULLAH PARDIS

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*An articulate individual offering strong IT (Microsoft Windows, MacOS, Linux, Mobile Device, Network/Internet, Hardware and Software troubleshooting), Database Development & Maintenance and communication skills. Has international experience having worked across the UK and Afghanistan.*

## EDUCATION

- 2013 - 2016**     **Nangarhar University, Afghanistan**  
*Bachelor of Computer Science*
- 2011 - 2013**     **Afghan Technical and Vocational Institute (ATVI), Afghanistan**  
*Information and Communication Technology (ICT)*
- 1998 - 2010**     **Parwayee High School, Afghanistan**  
*Baccalaureate*

## CERTIFICATES

- CompTIA A+ (1101 and 1102) - **Certified**
- MD Client – **Certified**
- MOUS 2016 (Microsoft Office User Specialist) at Durukhshesh Danesh
- Presentation skills – Speechwriting, Slides and Delivery by GICHD.
- Effective communication Skills at Kabul by DMAC.
- Workshop on the issues of Irregularly Laid Anti-Vehicle Mines in Large Areas by GICHD.
- Data Quality Workshop by DMAC.
- CCNA 5.0 (Cisco Certified Network Associate) at CARVIT
- MCSE 2012(Microsoft Certified System Engineer) at CARVIT
- MCITP 2008(Microsoft Certified Information Technology Professional) at Erasoft

## WORK EXPERIENCE

### **Infrastructure Technical Trainer/Technician**

*Mar 2022- Oct 2022, London, UK*

#### *Just IT*

- Motivating and encouraging learning and development in my learners
- Creating an engaging/interactive learning environment which caters to various learning styles
- Adapting training and resources both to online and onsite learning environment
- Delivering online and onsite CompTIA A+ (Core 1 and Core 2), MD 100 Client and MS 365 (MS 100) training
- Reporting on activity to management in a timely and professional manner
- Implement software installation and deployment to computing systems.
- Providing IT support to Just IT staff when required.
- Any other tasked assigned by IT Manager.

### **IT Officer**

*May 2018- Sep 2021*

*Kabul, Afghanistan*

#### *ITF/DMAC*

- Ensure the DMAC all System backups and data security/privacy by collecting and analysing accurate reports on ICT activities, investments, deployment, and managing office corporate standards
- To ensure staff have access to the required ICT services and products
- To ensure ICT policies, procedures, systems, and tools are correctly applied to assist DMAC staff
- Carry out system and hardware maintenance tasks, such as running specialized network monitoring and system protection, to ensure ICT infrastructure is running effectively and efficiently
- Monitor technology reliability, identify user needs, analyse data and produce accurate reports in order to recommend ICT solutions to support informed decision-making
- Implement improvements to methods and processes within the IT unit to support the continuous improvement of ICT services provided
- Keep up-to-date technical systems documentation for advanced IT solutions to support systems maintenance
- Resolve queries independently, escalate if required, ensure that standard IT questions are answered and provide accurate information to staff
- Support the coordination of new application implementation in order to provide DMAC HQ and regional staff

with the tools they need to perform effectively

- Assist in the release of IT systems and provide early life support to prepare for and enable proper use of the IT solution
- Contribute to installation, configuration, and customization of IT systems and integration and immigration of data between systems
- Collect and collate data, conduct fundamental analysis to support the development of accurate reports.
- Any other activity assigned by the line manager

### **IT Instructor**

*Oct 2017- Apr 2018*

Kabul, Afghanistan

*ATVI (Afghan Technical and Vocational Institute)*

- Creating daily, weekly, monthly and semester base plan.
- Preparing teaching documents.
- Attending in meeting for different agendas.
- Teaching Network Communication, Linux, SQL Server and C#
- Filling electronic attendance from hard copy attendance

### **Assessment Registration Surveyor**

*Jan 2017- Sep 2017*

Kabul, Afghanistan

*MoF (Ministry of Finance)*

- Registration of accurate information of taxpayer.
- Informing the taxpayer for his/her responsibilities.
- Filling-up survey information and TIN (tax identification number).
- Registration of taxpayer based on GIS map.
- Preparation of daily reports and submission to supervisor.
- Curing out any other tasks assigned by the team leader.
- Any other duty assigned by main manager.

### **Computer/IT Trainer**

*May 2016- Oct 2016*

Kabul, Afghanistan

*MHI (Muslim Hand International) NGO*

Under the WFP – Funded project I was working on as an IT Trainer under the Adult Literacy Program for the vulnerable/ poor students. The objective of the project was to teach and build the capacity of these vulnerable people and train them to a professional level so that they can market their skills and use it as a means of their living and support their families. I trained sixty students for six hours on daily basis. I was teaching my students the following IT program:

- Microsoft Windows and Mac OS maintenance and troubleshooting
- Microsoft Office Programmes
- Network Configuration and troubleshooting
- Hardware & Software Troubleshooting

I trained these people in a modern way and involve them practically and gave regularly feedback, and also provided regular report to my office /employer.

### **OTHER INFORMATION**

**IT Skills** – Microsoft Windows, MacOS, Linux, Microsoft Office 365, Strong Hardware and Software Troubleshooting knowledge and skills, Strong Network Troubleshooting skills and knowledge, MS Azure, Strong Mobile Device Troubleshooting knowledge and skills, Proficient in (Microsoft Team, Zoom, Jira), Strong Microsoft SQL Server and MySQL Knowledge and skills, MongoDB, C#, ASP.NET, CSS, HTML5, JavaScript, jQuery, PHP, JAVA.

**Languages** - English (Fluent), Pashto (Fluent), Persian (Fluent).