



# Awais Zaki

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IT ANALYST AT CENERGYICO PVT. LTD

## CONTACT INFO



Flat # 13, Block-A, Sec 5-I,  
Faiza Heights, North  
Karachi



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## EXPERTISE

Office 365, JIRA, Decibel  
Windows Server, AD,  
WDS, TMG, Vmware, ESXi,  
Azure fundamental  
Teamwork,  
troubleshooting  
Asset Management

## MORE ABOUT ME



## EXECUTIVE SUMMARY

Highly motivated and experienced IT Support professional seeking a challenging role where I can utilize my experience in troubleshooting and resolving technical issues, as well as my strong customer service skills. Looking to contribute to the success of the team and continuously learn and grow in a dynamic work environment.

## WORK EXPERIENCE

### IT ANALYST

Jul/2022 - Present

*HRSB (Deployed at Cenergyico formerly called Byco Petroleum)*

- Identify areas for process improvement and recommend solutions to increase efficiency
- Monitor and troubleshoot IT systems to ensure smooth operation
- Provide technical support and guidance to users
- Create and maintain documentation for IT systems and processes
- Coordinate with external vendors and contractors to ensure timely delivery and implementation of IT solutions
- Mentor and train junior IT staff to enhance their technical skills and knowledge
- Maintain and supervise the inventory and assets
- Board meeting setup and connectivity via zoom – teams – google meet

### IT ENGINEER

Aug/2021 - Jun/2022

*Inbox Business Technology (Deployed at Engro Corp.)*

- Providing technical support to users on-site and online (anywhere in Pakistan including Engro Eximp Dubai office)
- Installing and configuring computer hardware, software, systems, networks, and printer
- Log and track tickets on JIRA and make sure that no SLA breach
- providing technical support in SAP, successfactor
- Working with the infosec team for removing and updating the infected devices
- Vendor coordination for goods, warranty cases, parts repair
- Maintain and supervise the inventory and assets
- Board meeting setup and connectivity via zoom – teams – google meet.

### SYSTEM SUPPORT OFFICER

Oct/2020 - Jul/2021

*Tariq Abdul Ghani Maqbool & Co.*

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Creating and deployed printer server
- Installed VMware vSphere and created virtual machines on ESXi.
- Monitoring and managing Pfsense firewall.
- Working with Windows Server, Linux OS, user creation, apply policies and rules on users
- Creating and Linking Group policies for Windows Server in AD domain
- Establish/manage remote access for users through RDP connections.
- Manage Exchange Online users, manage recipients - create, modify, delete, shared mailbox
- Provided support and maintenance of Microsoft Office Outlook Web Access, and Microsoft Office Outlook E-mail.

- Installation and maintenance of Internal ERP.
- Installation and configuration of Eyebeam Softphone.
- Internet Operations & E-mail handling.
- Maintaining Excel sheets and create reports on the word.

#### COMPUTER SCIENCE TEACHER

Aug/2018 – Sep/2020

*Apex House Educational System*

- Experience teaching fundamental computer science concepts, including data types, variables, loops, and functions
- Experience in managing and supervising a computer science lab, including setting up equipment and ensuring the safety of students while they work on lab activities

#### WEB Designer

Jan/2018 – Mar/2018

*Vortechns Innovation*

- Optimized HTML/CSS code.
- Template modifications.
- Creating responsive site.

#### IT SUPPORT ASSISTANT

Jul/2017 – Dec/2017

*Perfect Transport Network*

- Provide I.T. support on site and over the telephone.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Repairing and replacing equipment as necessary
- Setting up email accounts and system accounts for staff.
- Monitoring and maintaining computer systems and networks.

#### COMPUTER ADMINISTRATOR

Jul/2015 –Jun/2017

*Pakistan Medico International (SWA)*

- Troubleshooting PC problems.
- Maintain excel sheets and documents.
- Monitoring and maintaining computer systems and networks.
- Installation of Windows and other Software's.
- Internet Operations & E-mail handling.

### ACADEMIC BACKGROUND

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#### BS COMPUTER SCIENCE

2020

*University of Karachi*

#### INTERMEDIATE (SCIENCE)

2013

*Govt. College For men Nazimabad*

#### MATRICULATION

2010

*Matchless Public Secondary School*

### CERTIFICATES

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[Introduction to Cybersecurity](#)

Cisco Networking Academy

[NSE 1 Network Security Associate](#)

Fortinet

[Windows Server Administration: Beginner To Pro](#)

Udemy

[Cisco Get Connected](#)

Cisco Networking Academy

[Microsoft Office Specialist Word 2013](#)

Microsoft

Microsoft Azure Fundamentals:

[Describe cloud concepts](#)

Microsoft Learn

Microsoft Azure Fundamentals:

[Describe core Azure concepts](#)

Microsoft Learn