



FAHAD WAHEED

IT SUPPORT ENGINEER

INFO



Fahad Waheed



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SOCIAL



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INFORMATION

D.O.B. : 14th Dec. 1989

Nationality: Pakistani

Marital Status: Married

REFERENCES

Will be furnished upon request.

OBJECTIVE

To pursue a job in a growing and dynamic organization, where I can fully exploit my potential and enhance my technical, managerial and communication skills and to effectively contribute in the optimal growth of the organization.

EDUCATION

2008

MATRICULATION

Technical Board
From Agro Technical Govt. boys Secondary School.

2011

INTERMEDIATE

Pre-Engineering
From Jamia Milia Degree College.

2020

BA.

Bachelor of Arts
From University of Karachi.

COURSE/TRAINING

2008

MCSA windows server 2012

From CTTC Academy.

WORK EXPERIENCE

2019 - Now

DAR-UL-MADINAH

(International Islamic Schooling System)

I.T. SUPPORT ENGINEER

Job Responsibilities:

- Desktop Support via TeamViewer.
- Communicate necessary information to field techs and assist in resolving systems issues
- Set up hardware and install and configure software and drivers
- Maintain peripheral devices
- Performed virus removals and installed antivirus software.
- Analyzed users' needs and recommended appropriate hardware or software.
- Installed and configured software including Operating Systems, Office programs, email clients, antivirus software, designing software, and others and resolved software related issues
- Install well-functioning LAN/WAN and manage components (servers, IPs etc.)
- Perform regular upgrades to ensure systems remain updated
- Troubleshoot system failures or bugs and provide solutions to restore functionality



SKILL & EXPERTISE

HARDWARE



NETWORKING



INSTALLATION & CONFIGURATION



DESKTOP & WEB



VIDEO EDITING



TROUBLESHOOTING



DATA MAINTAIN



MS-OFFICE



URDU TYPING



WORK EXPERIENCE

- Arrange maintenance sessions to discover and mend inefficiencies
- Keep records of repairs and fixes for future reference
- Offer timely technical support and teach users how to utilize computers correctly
- Maintain Hardware inventory
- Generate zoom link form meeting.

2018 - 2019

SHANGRILA (PRIVATE) LIMITED

(The Food Experts)

Computer Hardware Technician

Job Responsibilities:

- Set up hardware and install and configure software and drivers
- Maintain and repair technological equipment (e.g. routers) or peripheral devices
- Manage security options and software in computers and networks to maintain privacy and protection from attacks
- Perform regular upgrades to ensure systems remain updated
- Troubleshoot system failures or bugs and provide solutions to restore functionality
- Arrange maintenance sessions to discover and mend inefficiencies
- Keep records of repairs and fixes for future reference
- Offer timely technical support and teach users how to utilize computers correctly.

2011 - 2018

ZRG INTERNATIONAL

(Integrated Solution Provider for Customer Communication and Relation Management.)

System/Application Support Engineer

Job Responsibilities:

- To troubleshoot common hardware/software issues.
- Maintain standard filing system for easy and quick document assess and retrieval.
- Provide technical assistance to office staffs as needed.
- Assist in software and hardware upgrades.
- Completely Windows installation (XP, windows server 2003 and 2012, window 7, 10)
- Add or update workstations for office staffs.
- Perform routine PC maintenance and updates for performance efficiency.
- Supervise and process help desk support requests.
- Assist in maintaining Internet service, firewalls, and telephone systems.
- Initiate process improvements to better answer user demands.
- Client visit routine for support activity and system health observation.
- Handling offshore clients via remote support (HBL-UAE, BAFL-BD, BOK-Sudan).

Worked As Resident Engineer from ZRG:

2012 - 2013

- Resident Engineer from ZRG at Askari Bank (AWT Plaza KHI-PAK) (June 2012 to May 2013)

2014 - 2015

- Resident Engineer from ZRG at Legal Aid Society Call Center (The Doctors Plaza Karachi. Pakistan) (Dec 2014 to May 2015)

2016 - 2017

- Resident Engineer from ZRG at Bank Al-Habib (Khayaban-e-Shamsheer Karachi. Pakistan) (Dec 2016 to April 2017)

2015 - 2018

- Resident Engineer from ZRG at TCS Pvt Ltd (Head office KHI-PAK) (May 2015 to Aug 2015) and (March 2018-Aug 2018)