

+92-300-5254202
+92-311-1489425
Rawalpindi/Islamabad
zeeshan-n-a580b2127
Zeeshann52@gmail.com
Zeeshann52@gmail.com

ABOUT ME

I am a talented, ambitious and hardworking individual, with broad skills and experience in IT Support. *Furthermore, I am adept at handling multiple tasks on a daily basis competently and at working well under pressure. A key strength is communication building strong relationships with people in order to deliver the best results.*

SKILLS



EDUCATION

BS Computer Sciences

PMAS Arid Agriculture University Rawalpindi
2014-2018 CGPA: 3.14

FSc. Pre Engineering

Federal Board Islamabad
2011-2013

Matric-SSC

Federal Board Islamabad
2009-2011

EXPERIENCE

Assistant Executive (IT)

Jubilee Life Insurance (JLI) | Rawalpindi | 14th July 2021-----07th December 2022

- Provided technical support to Users.
- Provided customer centric IT support for all applications, end-users and their devices.
- Configuration/Setup of Desktop PCs & Notebooks for end users.

IT Support Executive

DIGI-INN | Rawalpindi | 04th January 2021 ----- 29th June 2021

- Provides technical support, responds to work orders and tickets from the users, analyzes and solves reported network problems.
- Repairing and replacement of IT equipment as necessary.

Support Executive

UFONE PTML | Islamabad | 20th December 2018 ----- 26th December 2020

- To assist with IT team to performs troubleshooting and up gradation computer hardware/software.
- Research, diagnose, troubleshoot and identify solutions to resolve customer/Users issues.

REFERENCES

- **Mr. Moeed Mukhtar**

0324-2896606

Team Lead (IT Support)

Jubilee Life Insurance, Karachi.

- **Mr. Hussain Faraz**

0346-3317997

Deputy Manager (IT Support, SOC and Infra)

Jubilee Life Insurance, Karachi.

PRACTICAL AND CORE SKILLS

- Hardware / Software problem diagnostic & troubleshooting.
- Configuration/Setup of Desktop PCs, Notebooks, Printers and Scanners for users.
- Professional experience in Active Directory.
- Experienced in deployment of McAfee Deployment and SCCM.
- Installation and troubleshooting of MS Office and O365.
- Applications Testing and Email Client Management.
- Experienced in OS Ticketing, DMS and CRM Software.

TRAININGS AND CERTIFICATIONS

- **Technical Supports Fundamental - Google/Coursera**
- **Information Security And Systems - Jubilee E-learning**