

Skills

* Great communication Calling/Emailing
* Basic networking
* Microsoft Windows Operating System/ Microsoft Office
* Good emailing skills on Gmail and Rackspace
* Android Operating System
* Handling Social Media
* Documents / File Management
* Fast learner
* Cooperating team member

Current Experience

**IT/Customer Support Officer– May 2016 to Till date**

**Level 03 BOS**

* Coordinating with multiple vendors for the installation of Burglar Alarm system, DVR system, Retail Radio in AT&T and Cricket Wireless stores for our customer Mobilelink LLC and Mobily LLC in USA**.**
* User and groups management on cloud based softwares
* Answering the queries, maintaining the records, troubleshooting and scheduling the techs to keep the operation running
* Providing the emails and calls customer support on daily basis to 100 to 200 individuals

* Auditing the monthly/quarterly invoices of hundreds of thousand dollars.

**Other Expreriences**

* Currently working as a Computer Teacher for class 9th, 10th in The Educators School
* Worked as a Contract base Polio Worker for the WHO for 03 years

**IT/Customer Support Executive** with extensive experience providing assistance in a busy work environment. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team and alone environments. Fully committed to company procedures and winning loyal customers

Education

**Intermediate in 2015**

PECHS College, Karachi

**BSCS (Continue)**

ILMA University, Karachi

**Personal Information**

Marital Status: Married

Religion: Islam

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Karachi, Pakistan

Muhammad Wasif