




Mohammad Ahad

IT SUPPORT EXECUTIVE

Contact

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Flat # 404, Image Centre,
Korangi No 4, Karachi 

Education

YEAR 2017-2020

D.A.E (Electronics)

ST:Patricks Institute Of Science And
Technology

YEAR 2015-2017

Matriculation

Sindh Board Of Technical Education

Skills in "it"

- Troubleshooting and problem-solving expertise
- Hardware and software installation and configuration proficiency
- Remote and onsite support capabilities
- Proactive approach to IT infrastructure maintenance
- In-depth knowledge of Windows.
- Accomplished in implementing robust backup and recovery strategies.
- In-depth knowledge of Windows systems

Profile

Proficient liaison facilitating positive interactions between company and clients. Resolves inquiries, complaints, and provides product/service information promptly. Maintains client databases, ensuring accurate records. Proactive approach to addressing customer concerns, fostering long-term relationships. Possesses excellent communication, problem-solving, and interpersonal skills. Committed to delivering exceptional customer service and achieving client satisfaction.

Professional Experience

Machine Engineer

Oct 2021– April 2023

Tecno Pack Electronics

- Configured and maintained various machines critical to the production process.
- Conducted regular inspections and implemented preventive maintenance to ensure optimal performance.
- Worked collaboratively with cross-functional teams to achieve project milestones.
- Investigated and resolved technical issues related to machine functionality promptly.

IT Support Executive

April 2023– present

Nextac LLC , Karachi

- Provided expert-level support for the company's network infrastructure, ensuring seamless connectivity for all users.
- Conducted regular maintenance tasks, including updates, patches.
- Delivered exceptional support to end-users, addressing hardware and software issues promptly.
- Responded to support tickets and provided on-site or remote assistance, ensuring minimal disruptions to daily operations.
- Diagnosed & resolved wide range of IT issues, including connectivity problems, software glitches, and hardware malfunctions.
- Collaborated with colleagues in IT department to address complex issues and escalate problems as needed.

