

MUHAMMAD YASIN



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HOUSE NO#
B'21' BLOCK 'S'
NORTH NAZIMABAD, KARACHI

PROFILE

Skilled Desktop Support Engineer with two years of experience in providing comprehensive technical support to users in financial, customer service, professional recruitment industry.

Successful in installing, upgrading, and configuring innovative applications.

Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. Seeking to utilize experience in information technology.

EXPERIENCE

DESKTOP SUPPORT ENGINEER IN IMTIAZ SUPER MARKET BAHADURABAD

February 2018- up till now

Understanding and contributing to the technical solutions.

Installation of windows, server2008, Linux and software's like ivend, pos and sap business one client and resolving their issues.

Installation's of merchant machines
Configuration of emails pop3 and imap.

Adding wired printers and network printers.
Conduct meetings for requirement illustration.
Keep alternate options for each integrated tool.
Developed activities and integrated technology

To diversify instructions.

The assistance provided ranges from modifying the desktop system

and optimizing function to answering computer questions over the telephone or by email.

Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.

Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.

Return defective equipment to maintenance inventory, document customer repairs, and maintain and restock parts inventory to maintain spare parts levels.

Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to network.

Installation of ip phones and their maintenance.

SKILLS

- Strong verbal communication
- Team work
- Conflict resolution
- Methodology implementation
- Skilled in word, ppt, excel etc
- Self-motivated
- Extremely organized

Teamwork

Collaborating and engaging with colleagues, taking make up sessions of IT support in the absence of workers, checking and maintaining operating system, helping novice worker

Communication

Possess strong communication skills which is the utmost requirement of this field.

Computer skills

- MS Word
- Excel
- PowerPoint
- Adobe Photoshop
- Dream Viewer
- MS Office
- SQL Queries

Core Qualifications

- Service Level Management
- Troubleshooting
- Maintenance and Repairs
- System Security
- Inventory Management
- Customer Service
- Applications Support

INTERNSHIP-Arena Multimedia

JUNE 2017- August 2017

The assistance provided ranges from modifying the desktop system

and optimizing function to answering computer questions over the telephone or by email.

Counselling of students with regards to profession.

Diagnosed and resolved issues for 114 staff computers.

Created and maintained standard laptop and desktop build procedures.

Developed a tracking log for record of technology issues

CERTIFICATIONS

TECHNOLOGY ENTERPRENUER SEMINAR -2016

by

MUHAMMAD RIZWAN JAFFAR-FOUNDER OF YOUTH PARLIAMENT
SEMINAR ON SERVICE EXCELLENCE -2018

BY

IMTIAZ SUPER MARKET

EDUCATION

MATRICULATION-2011

GEN- SCIENCE

Little Folks Secondary School

INTERMEDIATE-2013

PRE-ENGGINEERING

Jinnah Govt Collage For Boys College

B.CS-2014 to 2018

Computer science (CGPA:2.7)

Sir Syed University Of Engineering And Technology