

MUHAMMAD ABUZAR

+92-334-8557128

mianabuzar708@gmail.com

Peshawar

OBJECTIVE:

Dedicated and detail-oriented Computer Science graduate with robust experience in Tech Support and Software Quality Assurance. Proven ability to troubleshoot and resolve complex technical issues, complemented by industry-recognized certifications. Seeking a professional role in IT Support to leverage my technical skills and enhance organizational efficiency through exceptional customer service and problem-solving capabilities.

CORE COMPETENCIES:

- Written & Verbal Communication
- Project Coordination & Tracking
- Document Preparation (Reports, Presentations)
- Online Collaboration Tools (Slack, Zoom, MS Teams)
- Attention to Detail & Accuracy
- Strong Organizational & Multitasking Skills

EXPERIENCE:

➤ Junior Software Testing Engineer

Mar 2024 – Present

Blockyfy – Islamabad

- Conducted thorough system integration testing to ensure seamless component interactions.
- Performed detailed UX/UI testing to enhance user interface and experience.
- Created and executed manual test cases to validate software functionality.
- Identified, documented, and tracked software defects and inconsistencies.
- Collaborated with development teams to resolve identified issues.
- Assisted in preparing test plans and test scenarios for new features.
- Participated in daily stand-ups and sprint planning meetings.
- Provided feedback on usability and suggested improvements for the software.

➤ IT Executive

Jan 2023 – Feb 2024

Engeecon Academy – Peshawar

- Provided technical support to end-users, resolving hardware, software, and network issues promptly and effectively.
- Configured and set up new computer systems and peripherals, ensuring seamless integration into the existing network.
- Documented and tracked issues using the company's ticketing system, ensuring accurate and timely resolution of technical problems.
- Assisted with software installations and updates, maintaining system integrity and security.
- Managed and maintained the organization's IT infrastructure, including servers, networks, hardware, and software systems.
- Performed routine system backups and implemented disaster recovery plans to ensure data protection and business continuity.
- Monitored system performance and proactively identified and resolved issues to ensure optimal performance and uptime.
- Managed user accounts, permissions, and access levels to maintain network security and operational efficiency.
- Monitored network traffic and optimized network performance to support organizational needs.

- Evaluated and recommended hardware and software solutions to meet organizational needs.
- Maintained documentation of system configurations, processes, and procedures for efficient IT operations.
- Demonstrated strong communication and interpersonal skills, effectively conveying technical information to diverse audiences and fostering positive relationships.
- Excelled both independently and collaboratively, ensuring seamless operations and fostering a productive team environment.

TECHNICAL SKILLS:

- Technical Support
- End to End Software Testing
- System Configuration and Setup
- IT Infrastructure Management
- System Performance Monitoring
- Backup and Disaster Recovery
- User Account Management
- Customer Support
- MS Office Suite
- Operating Systems: Windows, macOS
- Troubleshooting: Hardware, software, and network issues
- Project Management Tools (Jira, Trello, Slack, Zephyr)

CERTIFICATIONS:

- Foundation of Software Testing & Validation by University of Leeds, (UK)
- Digital Marketing & E-Commerce by Google
- Diploma in Information Technology (Board of Technical Education Peshawar)
- IT Technical Support (Udemy)

EDUCATION:

Bachelor's in Computer Science

Bacha Khan University Charsadda, KPK