

Muhammad Yousaf

IT Support Specialist

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Pakistan

SUMMARY

- Detail-focused and result-oriented IT professional with extensive knowledge in troubleshooting IT-related issues and effective training skills. Dedicated, organized, and self-directed team player with strong written, communication, and relationship-building skills. Capable of identifying potential problems and providing recommendations for resolution.

EXPERIENCE

IT Support Specialist

SEO through pinterest

09/2017 - Ongoing Faisalabad, Pakistan

•Responsible For:

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Manage the flow of documentation within the organization.
- Hands-on experience with MS Office and MS Excel.
- Responsible for creating new websites and maintaining current Websites.
- Responsible for Maintaining Company Social Media Pages e.g. created different posts and videos for Company Social media Pages.
- Monitoring and maintaining computer systems and networks and Responding in a timely manner to service issues and requests.
- Data migration, email configuration, printer installation.
- Providing technical support across the company (this may be in person or over the phone) and Setting up accounts for new users.
- Worked closely and effectively with vendors to replace/repair defective hardware and software.
- Responsible for sorting, filing, storing and retrieving electronic and hard copy documents.
- Testing new technology and possibly training junior staffs.

EDUCATION

BS Computer Science (HONRS.)

Govt College University Faisalabad (Cgpa: 3.5/4)

09/2017 - 09/2021

INDUSTRY EXPERTISE

Technical Issue



Technical / End-user Support



Computer Learner



Search Engine Optimization



Virtual Assistant



Social Media Marketing



LANGUAGES

English
Proficient



Urdu
Native



Punjabi
Native

