

CURRICULUM VITAE



Objective: To establish myself as dynamic professional equipped with latest tools techniques and knowledge that will facilitates me to handle technologies in particular way. I want to work on learning and demanding environment that will offer me an opportunity to exploit my current skills and develops new one.

Personal Information:

Name : Muhammad Shabeer
Father Name : Shahmumtaz
Date of Birth : January 1st, 1997
Nationality : Pakistani
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Academic Information:

Degree Title	Passing Year	Obtained Marks	Total Marks	Grade/Division	Institute
SSC	2014	824	1100	A/ 1st	All Noor Public High School Palosi Peshawar.
HSSC	2016	770	1100	A/1st	Government Degree College Peshawar, Hayatabad
B.Sc	2018	423	550	A/1st	Government Degree College Peshawar, Hayatabad
M.Sc computer science	2021	912	1200	A/1st	University of Peshawar
DIT	2021	1096	1400	A/1 st	Board of Technical Education Peshawar

Experience:

<u>Institute</u>	<u>Designation</u>	<u>Department</u>	<u>From</u>	<u>To</u>
RMI	IT Support Engineer	IT	14/12/2020	Currently working

Skills:

- Installing and configuring client computer systems.
- Responding to client IT support requests.
- Meeting with clients to diagnose software, networking, or hardware issues.
- Providing technical support on-site or via remote-access systems.

- Offering solutions that meet the needs of the client.
- Repairing hardware malfunctions, software issues, and networking problems.
- Maintaining good client relations.
- Tracking and managing work records.
- Compiling job reports
- Troubleshooting
- Responding to client support requests
- Contacting clients to find out the nature of the problem.
- Traveling to the client's location or connecting via a remote link.
- Troubleshooting hardware and software issues.
- Installing and maintaining hardware and computer peripherals.
- Installing and upgrading operating systems and computer software.
- Troubleshooting networking and connection issues.
- Advising on software or hardware upgrades.
- Providing basic training in computer operation and management.
- Completing job reports and ordering supplies.
- IT Operations, Technical Support
- IT Services, Desktop Support
- MS Office
- Typing

Language: Urdu, English, Pashto