FAKHR UL HASAN

PC Support Engineer

☎ +92313-9545004 @ Hassanjaniabc@gmail.com

🔗 https://www.linkedin.com/in/fakhrul-hassan-a7443a103/

SUMMARY

I'm a system engineer with expertise in developing and managing system infrastructures. Skilled in network administration, security implementation, and virtualization. Strong problem-solving abilities and a collaborative team player. Committed to staying updated with the latest technologies and driving organizational success.

EDUCATION

10/2017 - 09/2021

Bachelor of Technology
City University of Science and Information Technology, Peshawar, Pakistan

04/2014 -05/2017
Nowshera,Pakistan

Diploma of Associate Engineer
KP Board of Technical & Commerce Education, Peshawar

06/2014
Nowshera, Pakistan

Secondary School Certificate
Board of Intermediate and Secondary Education Mardan

08/2018
Nowshera, Pakistan

Diploma in Information Technology
Government College of Technology, Nowshera

CISCO NETWORKING ACADEMY

IT Essentials
Government College of Technology, Nowshera

EXPERIENCE

05/2019 - 12/2020
Peshawar, Pakistan

Technical Support Engineer (HBL)
Bci Services PVT Karachi, Pakistan

· Successfully resolved technical issues for a diverse range of users.
· Implemented an efficient ticketing system, reducing response by time and ensuring timely resolution of user inquiries.
· Developed and delivered comprehensive training programs for end-users, resulting in improved user knowledge and reduced support requests.
· Played a key role in the implementation of a new IT infrastructure, including hardware upgrades and software deployments, resulting in enhanced system performance and increased productivity.
· Received recognition for outstanding problem-solving skills and quick resolution of critical incidents, ensuring minimal downtime for users and maintaining business continuity.

12/2020 - Present
Islamabad, Pakistan

PC Support Engineer (UBL)
Bci Services PVT Karachi, Pakistan

· Provided exceptional technical support to end-users, resolving hardware and software issues with a high success rate.
· Implemented proactive maintenance strategies, resulting in a significant reduction in system down time and improved overall system performance.
· Developed and delivered comprehensive training programs to enhance end-users' technical skills and reduce reliance on support services.
· Received recognition for outstanding customer service and ability to effectively communicate complex technical concepts to non-technical users.

· Work with DHCP and DNS to add, modify or delete records and reservations.
· Developed and delivered comprehensive training programs to enhance end-users' technical skills and reduce reliance on support services.
· Administer, monitor multiple VMWARE clusters.
· Implement system imaging for current & new systems through SCCM.

SKILLS

Skill	
Hardware Diagnostics	100%
Software Installation and Configuration	100%
Operating Systems: Windows, macOS, Linux	100%
Peripheral Setup and Maintenance (Printers, Scanners, etc.)	100%
Troubleshooting Hardware and Software Issues	100%
Active Directory Management	100%
Anti-virus and Anti-malware Solutions	100%
Backup and Recovery Procedures	100%
Remote Desktop Tools	100%
Networking: TCP/IP, DNS, DHCP	100%
Troubleshooting Hardware and Software Issues	100%

HOBBIES

- Cricket
- Hiking
- Camping
- Computer Gaming
- Football
- Basketball
- Driving

LANGUAGES

- English
- Urdu
- Pashto