

FAKHR UL HASAN

Assistant Manager Android

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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** • Diploma of Associate Engineer
Nowshera, Pakistan • **KP Board of Technical & Commerce Education, Peshawar**
- 06/2014** • Secondary School Certificate
Nowshera, Pakistan • **Board of Intermediate and Secondary Education Mardan**
- 08/2018** • Diploma in Information Technology
Nowshera, Pakistan • **Government College of Technology, Nowshera**

CISCO NETWORKING ACADEMY

IT Essentials

Government College of Technology,
Nowshera

EXPERIENCE

- 05/2019 - 12/2020** • Technical Support Engineer (HBL)
Peshawar, Pakistan • **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** • PC Support Engineer (UBL)
Islamabad, Pakistan • **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

Android Applications	100%
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