

MUHAMMAD AWAIS

IT Executive

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SUMMARY

Dedicated and resourceful IT Operations Engineer with over one year of hands-on experience in providing technical assistance and resolving IT issues. Proficient in troubleshooting, ensuring minimal downtime and maximum user productivity. Skilled in customer service, adept at communicating technical concepts to non-technical users.

INTERPERSONAL SKILLS

- Problem solving
- Team work
- Communication
- Adaptability

TECHNICAL SKILLS

- Network Support
- End User Training
- Requirement Gathering
- Troubleshooting
- IT Help Desk
- Manual Testing

EXPERIENCE

MIS Support Officer - *March 2024 - Present*

Bahria Town International Hospital, Islamabad.

- Provide IT support to end users via remote assistance, phone, email, and on-site visits.
- Establish and configure new user account and assist with login credentials and issues.
- Configure and install network printers, scanners and devices.
- Troubleshoot and resolve network and connectivity issues.
- Conduct end user training for existing and newly developed software modules.
- Provide technical support to end users as required.
- Conduct requirements gathering and manual testing.

MTO - IT - *Dec 2022 - Dec 2023*

Qarshi Industries (Pvt) Ltd, Haripur.

- Provided IT support to end users via remote assistance, phone, email, and on-site visits.
- Monitored helpdesk ticketing system to ensure prompt resolution of technical issues.
- Addressed end user queries promptly for high satisfaction levels.
- Participated in the testing and evaluation of new hardware and software.
- Identified, resolved and followed up on end user queries.
- Ensured resolution of all queries reported by end users in a timely manner.
- Executed installations and configuration of network printers, scanners and devices.
- Troubleshoot and resolve network and connectivity issues.
- Oversaw user on/offboarding, in compliance with SOPs defined.
- Executed seamless installations OS and software, ensuring smooth functionality.
- Assisted end users in the resolution of their software and hardware issues.

CERTIFICATIONS

- Google IT Support Professional – **COURSERA**
Skills and Knowledge: Troubleshooting, Customer Service, Active Directory, Firewall, VPN.
- CCNA Networking Fundamentals – **Simplilearn**
Skills and Knowledge: Networking, Troubleshooting, DNS, DHCP.

EDUCATION

BS-Software Engineering – 2021

COMSATS University Islamabad