

MUHAMMAD RAZA

IT Support

☎: 0333-9426249

✉: saimraza6438@gmail.com

📅: 26th December, 2000

🏠: Hayatabad, Peshawar

🌐Portfolio: <https://sameerraza1.github.io/portfolio/>

Summary

A highly motivated IT professional with a Bachelor's degree in Information Technology and hands-on experience in IT support, network management, and system maintenance. Proficient in troubleshooting hardware and software issues, configuring networks, and ensuring IT security. Experienced in WordPress development and database management. Eager to leverage technical expertise to support and enhance IT infrastructure.

Highlights

- IT Support and Troubleshooting
- Network Configuration and Maintenance
- System Security and Integrity
- Hardware and Software Installation
- MS Office: Word, Excel, PowerPoint
- Web Development: HTML, CSS, JavaScript, PHP
- Database Management: SQL, MySQL, MongoDB
- WordPress Development: Theme Customization, Plugin Integration, Website Optimization

Education

Bachelor of IT: 2020-2024

OOP, DBMS, Operating System, AI, WebTechnologies, CyberSecurity, Agriculture University, Peshawar

Intermediate: 2018-2019

Pre-Engineering
Fazaia Degree College, Peshawar

Matriculation: 2017-2018

Science
Police Public School, Peshawar

Experience

➤ IT Support Officer 2024 - Present Molako Peshawar

- Installed and configured computer hardware, software, networks, printers, and scanners.
- Monitored and maintained computer systems and networks.
- Responded promptly to service issues and technical support requests.
- Provided support and guidance to senior management on IT-related matters.
- Ensured network security and user access management.
- Maintained storage and archiving systems.

➤ WordPress Developer 2023 - 2024 Freelance

- Built and maintained fully functional e-commerce websites using WordPress and WooCommerce.
- Developed custom plugins and optimized website performance.
- Collaborated with clients to design and implement user-friendly interfaces.

➤ Computer Operator 2019 - 2021 Oriental Enterprises Company, Peshawar

- Managed data entry tasks and ensured accuracy in record-keeping.
- Supported IT department in resolving basic computer and network issues.
- Assisted in software installations and system updates.

Certifications

- Office Automation Certified
MS Office Proficiency
Word Processing Skills
PowerPoint Presentations
- Cisco Certified Network Associate (CCNA)
- *Microsoft Certified: Windows Server*