Shahab Ali

IT Support Engineer

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Education

Bachelor's of Computer Science
From 2018 to 2022
Kohat University of Science & Technology Kohat, Pakistan
Computer Science • CGPA 2.92/4.00

Work experience

IT Support Officer
From June 2023 to December 2023 Giga Mall Islamabad

- Provided technical support to end-users, resolving hardware and software issues promptly and efficiently.
- Diagnosed and troubleshooted network connectivity problems, including LAN/WAN issues and VPN configurations.
- Installed, configured, and maintained CCTV, desktops, laptops, printers and other IT equipment.
- Efficiently coordinated with vendors for hardware repairs, replacements, and warranty claims.
- Managed IT inventory, ensuring vital hardware and software resources for seamless business continuity.

Technical Support Engineer
From December 2022 to March 2023
Sybrid (Pvt) Ltd I-9/2 I-9, Islamabad

- Responded to various customer inquiries.
- Configured and troubleshooted network devices remotely.
- Conducted network monitoring and analysis to identify and resolve issues proactively.
- Resolved technical issues related to hardware and software.
- Provided customer support and ensured customer satisfaction.
- Documented customer interactions and provided feedback to the development team.
- Provided training and guidance to customers on how to use the product or service.

Intern
From November 2022 to January 2023
Pakistan Engineering Council G-5/2 G-5, Islamabad

Intern at Constructor/Operator Department:

- Provided support for various desktop applications and ensuring seamless functionality.
- Skilled in resolving application-related issues and provided user training when required.
- Maintained and troubleshooted hardware and software.
- Installed, configured and troubleshooted printers and peripheral devices.

Dedicated IT Support Officer in providing technical assistance and troubleshooting solutions to enhance organizational efficiency. Eager to tackle challenging IT support roles, leveraging my expertise, problem-solving abilities, and unwavering commitment to delivering exceptional service.

Skills

IT Support
- End-user technical support
- Hardware and software troubleshooting
- OS installation and configuration
- Network troubleshooting
- Remote desktop support
- Data backup and recovery
- Technical documentation

CCTV
- Installation and configuration
- Maintenance and troubleshooting
- Networking and integration
- Remote monitoring expertise

Graphic Designing
- Adobe Suite
- Figma & Canva

Microsoft Office
- Outlook - Word - PowerPoint - Excel
- Office 365

Certifications

Network Administrator
Training of Cisco, Huawei, IBM
May 23, 2023 to August 22, 2023
Corvit Networks Pvt. Ltd Rawalpindi

Languages

English

Urdu