

MOHSIN ALI

IT Support Engineer


PERSONAL INFORMATION


FATHER 'S NAME : Muhammad Akbar


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CONTACT

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 Near Royal Grammar School Street
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PROFILE

I am a skilled Technical Support Representative with a natural talent for grasping the unique requirements Of both business and home users. My expertise lies in proficiently troubleshooting and providing desktop support across various operating Systems. including Windows, Linux. I pride myself on my proven ability to swiftly resolve issues. Often achieving resolution on the first call. My approach combines technical acumen with a customer focused mindset, ensuring that every interaction is both effective and satisfactory.

LANGUAGE

- English
- urdu

EDUCATION

Comsats University Vehari campus

MCS [Sep 2016 – Jan 2019]

WORK EXPERIENCE

ALLIED BANK LIMITED [IT Support Engineer]

[FEB-2022 – PRESENT]

- Issue log System resolve IT issue
- screen and control System for fix issue
- Expert Software and Hardware Troubleshooting. ensuring
- Window Installation and Domain join
- Software Deployment and System Configuration
- Printer ,scanner ,flatbed and other devices software installation
- Monitoring IT Infrastructure to prevent downtime.
- Effective Technical Support during New Application Rollouts for
- End-User Training on New Systems, empowering users with necessary know-how.
- Data Management including Backups and Restoration
- IT Asset Tracking and Inventory Control. maintaining

BILAL SCHOOL [Computer Opertor]

[Jan 2015 – Sep 2016]

Data Entry • Paper Creating • student data Management • Student result Report •

SKILLS

- Technical Support
- Troubleshooting (Problem Solving)
- Linux
- Microsoft Windows
- Microsoft Excel
- Pivot Table
- Microsoft word
- Desktop Support
- SQL