MUHAMMAD KASHIF

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IT Helpdesk/ Desktop Support /Client Relations /Software/Hardware/Servers

SUMMARY

Enthusiastic professional with 5 years of IT support experience in diverse industries. Adept at enhancing efficiency and productivity. Adroit in functioning as point of escalation for various severity issues and followed up with various support teams for effective resolution and enhanced support. A pleasing personality with an analytical mindset capable of taking up challenging professional assignments

CAREER OBJECTIVE

Seeking a challenging position within a growth-oriented organization where I can utilize my expertise & education to achieve organization vision and career development

Professional Experience

IT Coordinator (Feb 2021- Present)
LAAM Industries, Riyadh KSA

Responsibilities:

- Provide assistance and support for printers, computers, and other equipment
- Provide advice on the most suitable IT choices
- Provide technical support or training for systems and networks
- Act as a link between end-users and higher-level support
- Install and configure software and hardware
- Monitor system and network performance
- Perform troubleshooting and data restoration
- Performance maintenance activities
- Institute protocols for the use of IT across departments and projects
- Maintain licenses and upgrade schedules
- Collaborate with other professionals to maintain standards and functionality

IT Support Administrator (Feb 2016- Jan 2021)
ALJOHOZYAH ALTAMAH Factory, Riyadh KSA

- Diagnose and solve hardware/software faults and related issues.
- Installation Advance Hardware and Software.
- Provide assistance and support for printers, computers, and other equipment
- Providing Desktop, Technical & Network Support to all users
- Troubleshoots malfunctions of hardware or software applications for the purpose of determining appropriate actions to maintain computer lab operations and System Maintenance.
- Coordinate, installed and monitored Odoo ERP & Zoho Books (Accounting Software) in finance department
- Responsible for maintaining attendance machines and prepare attendance reports of employees on daily, weekly and monthly basis for payroll.
- Perform other related duties as assigned.
- Create and manage professional email accounts for company employees.

- Create auto back up files.
- Maintain and update company website & mail Center

Previous Assignments

- **IT Support Officer,** Heritage International College, Sargodha, Pakistan (2013-2015)

Key Skills

✦ Installation & Configuration	✦ Maintenance	✦ Routers & Switches
✦ Back up & Recovery	✦ MS office	✦ Team Player
✦ Presentations	✦ Adobe Photoshop, Wonder share Filmora & Ulead	✦ User Experience
✦ Reporting		✦ Technical & Learning Aptitude
✦ Communication	✦ Conflict Resolution	

Education

- **Masters in Computer Science (MCS-IT),** University of South Asia, Lahore**,** Pakistan (2012-2014)
- **Bachelors,** University of Sargodha, Sargodha, Pakistan
  (2009-2011)

Courses

⟹ **2020:** CCNA Routing & Switching

⟹ **2020:** Huawei Certified ICT Associate R&S

⟹ **2020:** Huawei Certified ICT Professional R&S

⟹ **2013**: DOT NET Programming, ITM College, Sargodha, Pakistan

⟹ **2013:** Website Designing, ITM College, Sargodha, Pakistan

⟹ **2012**: IELTS (6 Band) AUS-Pak

⟹ **2012**: Adobe Photoshop,AMC Sargodha, Pakistan

⟹ **2009**: IT PACK, 6 months, AMC Sargodha, Pakistan

⟹ **2007**: Computer Hardware, Logistics College, Sargodha, Pakistan

Personal Details

Father Name: MUHAMMAD QASIM	Date of Birth: 1989	Nationality: Pakistani
Marital Status: Unmarried	Languages: English & Arabic	Muqeem ID: Valid & Transferable
Driving License: Valid KSA	Religion: Islam	