Muhammad Adil Tanveer Qureshi

IT Technical Support Officer

ISLAMABAD, PAKISTAN| 0346 5873023 |ADILTANVEER007@GMAIL.COM

www.linkedin.com/in/adil-tanvir

As a competent and organized individual able to work as part of a team and manage several priorities at any one time. Having a positive attitude, a strong work ethic, and a keen desire to learn and grow within a firm. I possess Office Communication skills, and always treat people with respect and according to their individual needs. As a dedicated Learner, I fully understand the importance of the IT department to any Organisation and therefore aim to make any office Where I get the opportunity to work as effectively and efficiently as possible. I am having extensive experience working in commercially focused Organisations, and fully understand the pressures of achieving targets.

WORK HISTORY

Network Support Officer| National Disaster Risk Management Fund
MARCH 2019 – DATE

NDRMF is a government-owned public sector company that is responsible for awarding, managing, and guiding investments that shall reduce risks and vulnerabilities that are associated with climatic change and natural hazards. My roles and responsibilities are to provide services related to IT Support services to the organization.

- To install authorized software to laptops and Desktops.
- Manage security options and software in computers and networks to maintain privacy and protection from attacks.
- To provide assistance and supervision to colleagues related to IT.
- Setting up new user's accounts and profiles on Windows Server and also joining them with the domain system of Windows Server.
- Maintaining and upgrading the IT Inventory from time to time.
- To provide support, troubleshoot, and maintain MS Windows Server.
- To perform routine Data Backups of all the MS windows users.
- To Configure Email Accounts of Users and monitor Email use.
- To maintain, troubleshoot repair and administer local area networks, computer workstations connected to the internet.
- To provide the solution to the technical issues faced by the users.
- To deliver the training and facilitate the end-user in response to the latest IT support software and tools used by the company.
- To study the user guides, software technical manuals for better IT support solutions.
- Troubleshoot system failures or bugs and provide solutions to restore functionality.
- To communicate remotely and in-person with computer users facing issues to resolve.
- To maintain a log of all the complaints on day to day basis.

System Administrator | PAK GULF CONSTRUCTION PVT. Ltd the Centaurus Islamabad

MARCH 2016 – MARCH 2019

PGCL is a construction company that owns the mega shopping mall in Islamabad. My roles and responsibilities were to support IT in the Head Office PGCL Islamabad. I had joined as an IT Trainee later promoted to System Administrator/IT Support Technician to provide IT Desktop support to the organization. To monitor and maintain the computer systems and network also installing and configuring computer systems by solving technical and application problems in the organization also by phone so that users get the maximum benefit from the computer systems. My services encompass the following areas:

- To assessed and install computer hardware.
- To install authorized software to laptops and Desktops. Updating the antivirus on all the computer systems in the office.
- To provide assistance and supervision to colleagues related to IT.
- Setting up new user's accounts and profiles on Windows Server and also joining them with the domain system of Windows Server.
- Maintaining and upgrading the IT Inventory from time to time.
- To provide support, troubleshoot, and maintain MS Windows Server.
- To perform routine Data Backups of all the MS windows users.
- To Configure Email Accounts of Users and monitor Email use.
- To maintain, troubleshoot repair and administer local area networks, computer workstations connected to the internet.
- To provide the solution to the technical issues faced by the users.
- To deliver the training and facilitate the end-user in response to the latest IT support software and tools used by the company.
- To study the user guides, software technical manuals for better IT support solutions.
- To make the cate 5, 6 network cables where necessary and also patching of computer network and phones.
- To provide desktop, laptop, Email creation, internet, MS windows server Domain user and linkage to new users.
- Maintaining the log of all the complaints related to IT Support.

QUALIFICATIONS & COURSES

Dr . A. Q. Khan Institute of Computer Sciences and IT (UET TAXILA) | Bachelors of Engineering in IT

SEPTEMBER 2011-FEBRUARY 2016

IELTS General Training | 7.0/9.0

6th February 2021

CCNA | Routing, and Switching

February 2016

EC-Council | Certified Secure Computer User

January 2020

SKILLS

- IT Desktop support.
- SAP HCM
- Competent with MS Office (Word, Excel, Outlook)
- Typing speed 30 wpm oral, 30 wpm copy
- Proven ability to work under pressure and to tight deadlines
- Good organizational and time management skills.
- Proven ability to work effectively both on my initiative and as part of a team.

INTERESTS

When I'm not at work, I enjoy long walks in the Countryside

REFERENCES

Available on Request.