Adil Shafqat

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Email: adilshafqat96@gmail.com
Location: Dubai, United Arab Emirates
Visa Status: Visit Visa

SUMMARY:

I have extensive experience in Information Technology and responsible to monitor and maintain the computer systems and networks of the organization. In addition, I install and configure computer systems, troubleshoot over the phone or in person, identify hardware and software issues, and fix technical issues.

CAREER PROFILE/SKILLS:

- **Strategic Planning**
- **Communication Skill**
- **Employer Branding**
- **Behavioral Interviewing**
- **CCTV (DVR & NVR)**

- **Negotiating Skills**
- **Social Media Expert**
- **Microsoft Office 365**
- **Data Entry**
- **Interviewing**

Organization:	**CMV Capitals**
Tenure:	Oct 2023 – Present
Country:	UAE
Designation:	HR

Responsibilities:

- Assisting other departments in IT issues
- Recruitment and selection of staff
- Prepare and maintain HR documentation
- Educate and guide users on best practices for using technology tools and systems.
- Conduct routine checks to ensure equipment is in optimal working condition.
- Keep record of problems and their resolution

Organization:	**THETA SOLUTION**
Tenure:	19-Aug 2022 – Sep 2023
Designation:	IT Sales

Responsibilities:

- Troubleshooting PC, Server, Printers, and associated hardware
- Installation and configure different games, software, and hardware
- Maintains supply inventory by checking stock to determine inventory level
- Compress and digitize audio and video data
- Ensure the safe storage and integrity of data
- Prepares equipment for operations by accessing software in computer
- Makes appropriate changes to the documentation, as needed

Organization:	**TECHPEOPLE 247**
Tenure:	Mar 2022 – Aug 2023
Designation:	Customer Services Executive

Responsibilities:

- Installing and configuring computer hardware, software, system, networks, printers etc.
- Provide remote technical support and on-site trouble-shooting to customers
- Monitoring and Maintaining computer systems and networks.
- Providing technical support across the company to staff and students (in person or over the phone)
- Prepares equipment for operations by accessing software in computer
- Vendor Management
- Taking Interviews
- Maintaining Database

Organization:	**AVN SYSTEMS**
Tenure:	Sept 2020 – Nov 2021
Designation:	Customer Services Executive

Responsibilities:

- Check Quality of product
- Improve existing websites and add new features
- Product Functional web Properties for an established national client base.
- Generate WordPress themes under the supervision of senior.
- Setting up account for new users.

ACADEMIC EDUCATION:

DEGREE/CERTIFICATION	*EXAMINING BODY:*	*YEAR*
Bachelor in Computer Science	Superior University of Pakistan	2015-2019
Intermediate	Allama Iqbal College	2014
Matriculation	International school college of Pakistan & Kuwait	2012

CERTIFICATION:

- CompTIA A: Physical Networking
- CompTIA A: IT Fundamental
- Web Designing
- ISO certification
- IT Recruitment Certification

SKILLS:

- Help Desk Support
- Hardware
- Technical Support
- Active Directory
- Routing & Switching
- Remote Desktop.
- MYSQL
- Effective Communication

Languages:

Mother tongue(s): Urdu | Punjabi
Other language(s):
English
LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION