# Safdar Hussain

## Get in touch!

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**Nationality**
Pakistani

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## Objective

Dedicated and results-driven IT Support professional with [5 years] of experience providing technical assistance and support to end-users. Adept at diagnosing and resolving hardware and software issues, implementing effective solutions, and delivering exceptional customer service. Seeking a challenging IT Support role to leverage my technical skills and contribute to the success of an innovative organization.

## Work Experience

- IT Support Specialist | [Hub Of Technology], [Dubai,UAE]
- [May 2021] – [October 2023]
- IT Technician | [Child Life Foundation], [Sukkur,Sindh]  [January 2020] – [March 2021]
- Intern, IT Support | [Sindh Secretariat], [Karachi,Sindh]  [June 2019] – [September 2019]

## Academic History

**SZABIST LARKANA**
Bachelor's in Computer Science CGPA:3.0

**City Public School Rohri**
FSC Pre-engineer| 2016-may - 2018 may

## CERTIFICATES

- Bachelor's Degree in Computer Science
- MCSA (Microsoft Certified Solutions Associate) in Szabist final test is delay due to Covid-19
- Software & Hardware exhibition in Szabist
- General Secretary at Szabist University

## Skills

- Technical Support
- Troubleshooting
- Hardware and Software Installation
- Network Configuration
- System Administration
- Customer Service
- Help Desk Management
- IT Security
- Remote Desktop Support
- Active Directory Management
- Hardware Maintenance
- IT Documentation
- Excellent Communication Skills

## Languages

English
Hindi
Urdu
Sindhi

## Professional Experience

- Provided technical support to end-users, diagnosing and resolving hardware and software issues.
- Installed, configured, and maintained computer systems and peripherals.
- Responded to help desk tickets and resolved issues within agreed-upon timeframes.
- Collaborated with cross-functional teams to implement IT solutions and improvements.
- Conducted user training sessions on new systems and applications.