



Muzammil .

Date of birth: 20 Jan 1999

Nationality: Pakistani

Sex: Male

CONTACT

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(Home)

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ABOUT MYSELF

Experienced IT professional with a strong background in IT support, customer service, and administrative roles, currently pursuing a Bachelor's Degree in Software Engineering. Proven expertise in technical troubleshooting, network management, and database management. Adept at handling customer inquiries, resolving issues, and providing administrative support, with proficiency in Microsoft Office Suite and a track record of effective communication and problem-solving.

WORK EXPERIENCE

1 AUG 2023 – 8 MAY 2024 Islamabad, Pakistan

IT Officer Dr. Akbar Niazi Teaching Hospital

- Diagnose and resolve technical issues.
- Monitor and troubleshoot network performance and security issues.
- Computer hardware and software installation and troubleshooting.
- Configuration of Network Switches, Routers and Hubs.
- Setting up Network Racks and Databoxes.
- CCTV camera installation and troubleshooting.
- Design and map real-time Network Diagrams using CISCO Packet Tracer
- Testing new technology.
- Technical Documentation.
- Managing IT equipment.
- IT support.
- Provide assistance on HIMS.

1 APR 2021 – 1 JUN 2023 Islamabad, Pakistan

Customer Service Representative Gracious Technology

- Sales Support
- Complaints Handling
- Documenting Interactions
- Maintaining up-to-date knowledge of products
- Handling incoming and out going calls

1 JAN 2020 – 1 APR 2021 Rawalpindi, Pakistan

Receptionist Ahmed Medical Complex

- Greeting guests and patients
- Managing patient records
- Answering phone calls
- Managing appointments
- Collecting payments
- Keeping knowledge of Doctor's schedule

EDUCATION AND TRAINING

1 DEC 2019 – CURRENT Islamabad, Pakistan

Bachelor's Degree of Software Engineering Riphah International University

15 AUG 2015 – 20 AUG 2018 Islamabad, Pakistan

Higher Secondary School Certificate Islamabad Model College for Boys

7 JAN 2013 – 4 JUL 2015 Rawalpindi, Pakistan

Secondary School Certificate Quaid-e-Azam Secondary School

COURSES

5 JAN 2023

The Bits and Bytes of Computer Network

9 DEC 2022

Networking Essentials

2 AUG 2022

CISCO Certified Network Associate

DIGITAL SKILLS

Social Media Marketing | HTML5, CSS | Typing | Computer Software Installation and troubleshooting | Network Management | Database Management | Database : MySQL(basic) | Computer Opreating | Call Handled | Customer focused (Customer care - Customer intimacy - Customer satisfaction) | Document control | Basic computer hardware, Basic computer software, Basic computer networking | Reception Skills | Front Desk | Enterprise-Resource-Planning-Software (ERP) | CUSTOMER RELATIONSHIP MANAGEMENT | Data managment and analysis | Cloud (AWS, Oracle Cloud Infrastructure) | Security Frameworks: Spring Security | Scheduling and coordination | Administrative support | Conflict Management & Conflict Resolution | Feedback Management | Active selling , upselling and cross selling | DATA ENTRY | Record keeping | Data migration | Help Desk Support | Technical Documentation | Network configuration, modems, network problems | Remote Support | Software Support | Log Management | Error diagnosis | Process Automation | Operational Support

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu

OTHER LANGUAGE(S): English | Hindi | Panjabi; Punjabi

VISA STATUS

16 JUL 2024 – 15 JUL 2026

Residance Visa