BILAWAL BUTT
I T   D E S K T O P   S U P P O R T

P R O F I L E

Dedicated and Highly skilled Desktop Engineer in providing comprehensive IT support and managing desktop infrastructure. Adept at troubleshooting and resolving technical issues, implementing software and hardware solutions and ensuring optimal performance of desktop systems.

C O N T A C T

☎ +971 55 613 2693

✉ bilawalbutt134@gmail.com

📍 Flat # 16, Block V,
Al - Karama, Dubai

S K I L L S

- Network Administration
- Troubleshooting
- Interpersonal Skills
- Communication
- Monitoring and Reporting
- User Support

E D U C A T I O N

BACHELOR OF COMPUTER SCIENCE

Comsats Institute of Information Technology
2011 – 2015

INTERMEDIATE
Sir Syed School & Collage
2008 - 2011

E X P E R I E N C E

COMPUTER HARDWARE ENGINEER
SMART VISION INFORMATION SYSTEM (UAE)

June 2023 - Sept 2023

- Provided end-user support of desktops, laptops, and, ensuring minimal downtime and maximum productivity for users.
- Installed, configured, and maintained Windows and macOS operating systems, software applications, and peripherals, such as printers and scanners.
- Diagnosed and resolved hardware and software issues, including network connectivity problems, and software conflicts

IT ADMINISTRATOR
SKANS SCHOOL OF ACCOUNTANCYNov
2021 - Feb 2023

- Regularly maintain and update computer systems, servers, and software.
- Configure and manage network devices such as routers, switches, and firewalls.
- Install, configure, and maintain software applications.
- Lead or participate in IT projects, such as infrastructure upgrades, migrations, and implementations.