Muhammad Waseem Akram

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Attentive Desktop Support Technician with three years correcting and preventing system malfunctions to mitigate downtime. Versed in both on-site and remote support provisioning. Excels at rapidly and reliably identifying hardware or software weaknesses for remediation through quick and cost-effective means. Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level IT position. Ready to help team achieve company goals.

⚙ Technical Profile

- Microsoft Office
- HTML
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft Windows
- Google Docs

🧩 Competencies

- Technical issues analysis
- Desktop support
- Windows 10
- Microsoft Outlook
- Microsoft Office Specialist (MOS) Expert
- End-User Account Management
- Data Transfer Best Practices
- Support Documentation Generation
- Application support

- Data recovery

Work History

2021-09 - 2022-11

Desktop Support Technician
Sitara Chemical Industry , Faisalabad

- Collaborated with business partners and internal stakeholders to optimize scheduling of repair and upgrade jobs, minimizing resource availability disruptions.
- Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation.
- Learned and implemented new software testing procedures.
- Worked with various systems, software, and peripherals, and various types of games.
- Obtained and evaluated information about new systems, peripherals and software technology.
- Configured hardware, devices, and software to set up work stations for employees.

2020-02 - 2021-08

Customer Service Officer
Sargodha Spinning Mill , Faisalabad

- Assisted call-in customers with questions and orders.
- Promoted company brand and unique offerings through personalized customer service.
- Provided primary customer support to internal and external customers.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Established and accurately prepared customers accounts to complete new purchases.

2018-02 - 2019-06

IT Support Engineer
Masood Textile Mills , Faisalabad

- Installed, configured, tested and maintained operating systems, application software, and system management tools.
- Used ticketing systems to manage and process support actions and requests.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Assisted with updating technical support best practices for use by team.
- Configured hardware and granted system permissions to new employees.
- Installed and configured operating systems and applications.
- Translated complex technical issues into digestible language for non-technical users.
- Identified potential sales and cross-selling opportunities and informed supervisor.

Education

20192 - 2023-02

Master Of Science: Computer Science
Riphah International University - Islamabad

20130 - 20170	● **Bachelor Of Science: Computer Science**
	Government College University - Faisalabad
2011-09 - 2013-09	● **FSC : Engineering (Pre-Engineering)**
	B.I.S.E Lahore - Lahore
2009-04 - 2011-08	● **Matriculation : Science**
	B.I.S.E Lahore - Lahore

Languages

● English ●●●○○
Intermediate

● Urdu ●●●●●
Advanced

● Punjabi ●●●●●
Advanced

● Hindi ●●●●○
Upper intermediate

Interests

● Book reading
● Indoor games