HAMZA SHEHRYAR

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IT Support Specialist/ Technician | UI Designer| Front-end Designer/ Developer | WordPress Developer| Office Admin & Sales

I am skilled in software troubleshooting, Windows setup, and basic hardware tasks. I craft engaging web interfaces using HTML, CSS, Bootstrap, j Query, and JavaScript, ensuring high-quality Word Press sites with Elementor and Woo Commerce. My expertise in UI design drives increased website interactions and effective e-commerce solutions. In addition, I have supported internal IT audits by focusing on documentation, risk assessment. In sales, I excel at creating memorable experiences, converting cold leads into enthusiastic prospects through strategic outreach and visually appealing ads. As an office admin, I manage user accounts, maintain system security, and troubleshoot technical issues. I am responsible for updating software, monitoring system performance, and implementing new technologies to improve efficiency. Additionally, I coordinate with other departments to address their IT needs and provide training and support to users.

WORK EXPERIENCE

Protiviti – *Abu Dhabi, UAE*   07/2023 – 11/2023

Internal Audit IT

- As IT support Audit Member , Focusing on documentation, task management, and meeting minutes (MOM).
- Identifying risks and providing actionable solutions.
- As BCP team member at Aldar Project ,Organizing materials according to compliance and policies.
- Utilizing visual aids for clarity.

SkyTech LLC – *Sharjah, UAE*   01/2020 – 02/2023

Sales|Office Admin (Remote)

- As sales person, Accountable for overseeing a high volume of over 150 leads daily, utilizing direct messaging and cold calling techniques to drive sales and deliver exceptional customer service.
- Skilled in various sales strategies and innovations, effectively applying them to customer interactions.
- Promoting the sale of functional or refurbished electronic accessories on social media platforms like TikTok, Facebook, and Instagram.
- Additionally, As Office admin Managing user accounts, maintaining system security, and troubleshooting technical issues.
- Responsible for updating software, monitoring system performance, and implementing new technologies to improve efficiency.
- Coordinating with other departments to address their IT needs and providing training and support to users.

Linknbit - *Islamabad, Pakistan*   08/2020 – 10/2022

IT Support |UIUX Designer / Front-end Developer /Designer / WordPress Developer

As an IT support, I did a plethora of tasks and as a UI designer, I've taken charge of crafting the UI and web designs for more than 3 projects, ensuring they meet the highest standards of quality and user satisfaction.

- As IT Support , Skilled in fixing and updating software, including troubleshooting technical problems.
- Setting up Windows and managing basic hardware tasks such as installing new systems, selecting appropriate hardware, and resolving printer issues.
- Following this, As Front-end designer/Word Press developer. Delivered assigned tasks ahead of schedule consistently, ensuring timely completion.
- Translated UI/UX designs into responsive front end/web designs, ensuring pixel-perfect rendering across devices.

- Mastered Word Press and plugins like Elementor/WooCommerce to create dynamic websites, garnering positive feedback and CEO recognition.
- Additionally, As UI Designer Worked collaboratively with a team of designers to refine skills in research, surveys, and interviews.
- Translated customer needs into innovative mock-up designs, fostering a deeper understanding of both product and audience.

SmSami - *Peshawar, Pakistan*   10/2019 - 10/2020

Web Designer/Front-end Designer

Learned and improved the design and worked as a team member on more than 2 projects over one year.

- Mastered the basics of web page development and design from the ground up.
- Transformed creative ideas into concrete designs through consistent practice.
- Completed additional tasks assigned by the company to enhance skills and proficiency in front-end design.
- Punctually completed tasks, significantly bolstering proficiency in the field.
- Seamlessly integrated into the design team after completing training.
- Collaborated effectively with team members and met all deadlines in a fast-paced environment.
- Dedicated effort to outsourced projects, employing innovative strategies to fulfill customer needs.
- Received positive feedback from satisfied clients, leading to securing additional projects.

EDUCATION

City University of Science and Information Technology - *Peshawar, Pakistan*
BS-Software Engineering 2015-2019

Peshawar Model Degree Collage- *Peshawar, Pakistan*
Pre-Engineering 2013-2015

Racine School System - *Peshawar, Pakistan*
Science 2011-2013

PROFESSIONAL SKILLS

- Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides).
- Excellent communication skills with a focus on team-building and customer relations.
- Outstanding organizational, multitasking, and problem-solving abilities.

PERSONAL PROJECTS

- **Grill Master Den** – *10/2023-Present*
- **True stopper** – *12/2021-12/2022*
- **Ryan Reiffert** – *12/2021-12/2022*

LANGUAGE COMPETENCIES

- English: fluent (speaking, reading, writing)
- Urdu: Native Language
- Hindi: fluent (speaking, reading); basic (writing)
- Pashto: fluent (speaking, reading); basic (writing)