Shahbaz Ali

IT Professional

To become a part of dynamic group where I can further improve my skills and ambitions to achieve my goals and aspiration.

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📱 +923217587600

📍 Lahore, Punjab, Pakistan

📅 14 June, 1998

in linkedin.com/in/shahbaz-ali-676296295

SKILLS

Windows

Data Backup

System Cloning

Software & Hardware troubleshooting

Microsoft Office

Problem Solving

Time management

Integrity   Tolerance

Project management

Skill

LANGUAGES

English
Full Professional Proficiency

Urdu
Native or Bilingual Proficiency

Punjabi
Native or Bilingual Proficiency

INTERESTS

Browsing   Cricket

WORK EXPERIENCE

Senior Technical Support Officer
University of Management and Technology Lahore

01/2024 - Present,   *Lahore, Pakistan*
Achievements/Tasks

- Administrate and Manage the Domain environment, User accounts, Profiles and Group Policy of more than 30000 Users. (through remotely and through virtual machines)
- Provide technical support, troubleshooting hardware and software problems, including desktop, laptop, LAN and remote systems.
- Image creation and restoring using ghost and active boot disk Suite
- Proficiency with networking and understand concepts such as DHCP, DNS, IPv4.
- Provide expert guidance to resolve complex technical issues and ensure seamless operation of system, while delivering exceptional customer support and fostering positive client relationships
- Wrote and updated technical documents for team and other departments.

IT Instructor
Hunar Foundation - Technical Institutes

06/2023 - 01/2024,   *Lahore, Pakistan*
Achievements/Tasks

- Plan Lessons According to Curriculum Standards.
- Monitor Student Progress Through Administrating Assignments, Quizzes, and Tests.
- Design and update all instructional materials for IT programs on regular basis.
- Perform Regular Hardware and Software Updates on Classroom IT Devices.
- Additional responsibility working as Project Coordinator of RSA (Retail Sales Associate).

IT Intern
LUMS

11/2022 - 06/2023,   *Lahore, Pakistan*
Achievements/Tasks

- Provide technical support related with computer network software hardware to the students within the computer lab.
- Prepare the setup of Video Conferencing and conduct smoothly the session for the meeting with other campuses.
- Provide daily IT support to the staff and faculty regarding system software hardware and network.

EDUCATION

BS Computer Science
GCU Faisalabad

08/2017 - 06/2021,