

Muhammad

Shafqat



Contact

Address:

104, Al Kaabi building, near Falcon Tower A7, Ajman, UAE

Mobile:

+971 55 1975549

Email:

shaiff@gmail.com

Summary

Knowledgeable IT support technician with over 9years of experience assisting customers with various hardware and software related issues. Provided in-depth technical support, solving 99% of issues on timely manner.

Skill Highlights

- Troubleshooting
- Office applications
- Photoshop
- Avaya Tuning
- Innovative
- Service-focused

Experience

Dy. IT Manager -10/2013 till now

A training company, Ajman, United Arab Emirates

Key Daily Tasks and Responsibilities

- First point of contact to resolve IT related issues
- Provide **IT Support** within office, face to face or via telephone and remotely to scattered staff around the world via different communication channels.
- Training employees for distance learning on **Microsoft Teams, Webex** and on **Zoom** platforms.
- Assisting, coordinating and troubleshooting issues related to **virtual training** on the platforms mentionedabove.
- Managing **user** profiles, accounts, groups, security access rights in **Active Directory**.
- Adding/Removing and updating printers to printer server.
- Monitoring daily backup and replication of server via **Veem backup and Replication** and do necessary recovery of deleted data (if required).
- Do basic Site Administration of **Avaya Media Gateway (G450)** like adding, **modifying, updating, removing extensions**, monitoring call routes, shifting numbers in pickup groups and other administration task.
- Remotely install **Antivirus** and apply selective policies oncomputers via Antivirus server.
- Do necessary configurations on dedicated server using **WHM** including **Firewall, IP Block, and Email queue**.
- Creating new **users in Active directory user, emails, and Avaya extensions** for new employee in the company.
- Installing, updating software on end user computers.
- Monitoring and analyzing PC's health in terms of antivirus and taking necessary steps through antivirus administration panel.
- **MS Outlook installation**, configuration, outlook backup, restore and troubleshooting.

Muhammad

Shafqat



Contact

Address:

104, Al Kaabi building, near Falcon Tower A7, Ajman, UAE

Mobile:

+971 55 1975549

Email:

shaiff@gmail.com

Languages

English – Read, Write, Speak

Urdu – Read, Write, Speak

Arabic – Read Only

Hobbies

- Reading
- Research
- Travel
- Sports

- Updating company website using admin controls and also using HTML, CSS and database.
- **Purchase wide variety of IT Equipment** as needed through list of vendors.
- **Test new technologies**, suggest and migrate as needed for smoot and efficient work progress.
- Focal person to communicate with **Etisalat and DU** for service installation, modification, cancellation or fixing billing discrepancies.

Achievements

Hardworking Employee of the year – 2014

Perfect Attendance: 2014 and 2017

Education

Bachelor of Science (**BS Hons**): **Computer Sciences – 2004-2008**
Azad Jammu and Kashmir University, Pakistan

ICS : inter Computer Sciences – **2001-2003**

Matric (10th grade) - **2001** – Mirpur Board, Azad Kasmir

Trainings

- Oracle PL/SQL
- Oracle Database administrations I, II (11g)
- Oracle Performance Tuning (11g)

Personal Details

Father's Name: Muhammad Afzal

Date of Birth: 22-July-1985

Marital Status: Married

Blood Group: B+

Nationality: Pakistani