

# RASHID ANWAR

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NEW DELHI 110094

ENGLISH AND  
HINDI

## COMPUTER TECHNICIAN SUMMARY

- Computer Hardware and Networking
- Hardware Computer Repair Technician
- Hardware Support Technician

## WORK EXPERIENCE

### HARDWARE COMPUTER REPAIR TECHNICIAN MECROCHIP EXPERT SOLUTION PVT LTD

March 2016 - April 2018

- Recommended new and replacement hardware and software purchases.
- Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.
- Performed installation, maintenance and repair for complex internal computer hardware and various software applications.
- Patiently walked individuals through basic troubleshooting tasks.
- Designed computer hardware components and peripheral devices.
- Refurbished PC systems and peripherals such as monitors, networking equipment, printers and more.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Performed troubleshooting to correct computer hardware and software malfunctions.

### HARDWARE SUPPORT TECHNICIAN Lenovo

May 2018 - August 2022

- Helped streamline repair processes and update procedures for support action consistency.
- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Translated broad spectrum project requirements to detailed hardware architecture design concepts.
- Investigated hardware product issues involving materials and software and devised solutions.
- Maintained detailed documentation through all phases of development, testing and analysis to enhance organizational productivity.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Configured hardware, devices and software to set up work stations for employees.
- Removed malware, ransomware and other threats from laptops and desktop systems.

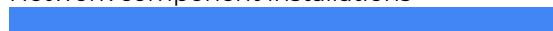
## EDUCATION

### 12TH R.P.M Collage Tuniyahi Madhepura

April 2014 - February 2016

## SKILLS

Network component installations



Hardware and software installation



Technical Support



Change management



Maintenance and Repair



## INTERESTS

INTERNET  
FACEBOOK

### TRAVEL

Photography  
Listening to music

Security issues troubleshooting

Desktop component change management

Desktop and laptop-  
troubleshootinginstallations