



**M Bilal
Umair** (SILVER MEDALIST)
IT SUPPORT ENGINEER

0501026461

bilalumair1551@gmail.com

Dubai international City, UAE

Birth Date
21-06-1993

Nationality
Pakistan

Skills

● Strong Troubleshooting And IT Support Skills

● Excellent Knowledge Of Hardware And Software

● Switching & Routing

● LAN, VLAN, WLAN

● Microsoft Server (2008,2012 R2,2016,2019)

● File Server, Print Server

● Good At Management, Lead Roles As Well As Team-Member

Languages

English

Urdu

Punjabi

Arabic

Profile

My professional work experience **04-Years** as **IT Support Engineer** at **Masood Textile Mills Ltd**, Pakistan with a record of outstanding performance in professional and academic level has enabled me to present myself as a potential candidate for a suitable position in your organization.

Being a qualified **IT Support Engineer**, with an outstanding academic background and unique working exposure in Information Technology Department, I have been consistently providing professional services. I offer a good blend of professional experience, requisite knowledge and skills to become a vital member of your organization. I am looking for a career opportunity that is commensurate with my skills and qualification and that can provide me with a competitive working environment coupled with the opportunity for career growth.

Employment History

IT Support Engineer, Masood Textile Mills Ltd

Faisalabad | 2019 January - 2021 October

- **IT Support Engineer** with 3+ years of experience in IT support, Networking and Server administration. Looking for a challenging role in a reputable organization to utilize my technical and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.
- Responsible to handle day-to-day Computers, laptops, printers, scanners, access points and network related issues and queries and to solve them timely.
- Installation and administration of Microsoft Servers (2008,2012 R2,2016,2019), Switching & Routing, Windows 7,10,11.
- Installation and administration of various virtual machines on VMware and ESXi.
- Providing Quick and satisfactory support of enterprise level to users regarding OS issues, Network/Wi-Fi connectivity, Printing and Mobile Devices.
- Provide extra support and attention in matters like Virus attacks and data loss.
- Design and implement structure and policies to monitor, control and save a company's internet bandwidth and other IT resources.
- Handling daily base Domain, Sharing, User's rights, email(outlook) related queries.
- Perform necessary updates at both software and hardware level.
- Direct and on call Interaction with users to understand their problems with an exact angle.

- Prioritization of tasks and ability to handle multiple tasks at one time.
- Responsible for training users about basic IT concepts and uses.
- Acknowledge and propose purchase of new or upgradation of previous hardware, software and services requirements.
- Responsible for the complete documentation of IT assets and resources for auditing and record keeping purposes.
- Coordination with the Procurement Department and Vendors to regularize company policies and pricing about purchase of any IT related equipment.

IT Support Trainee , IBRAHIM FIBERS Ltd

Faisalabad | 2017 October - 2018

Internships

INTERNSHIP, IBRAHIM FIBERS Ltd

Faisalabad | 2017 September - 2017 October

Courses

CCNA(640-802), Experts Training & Solutions

2014 September - 2014 December

Computer Course, International Academy & Computer College

2013 January - 2013 June

Education

MSc(Computer Science), University Of Agriculture

Faisalabad | 2015 - 2017 September

3.18/4.00 CGPA

ASSOCIATE DEGREE (IT), Government College University

Faisalabad | 2013 September - 2015 September

3.78\4.00 CGPA

EDUCATION ACHIEVEMENTS

- Got Silver Medal in Associate Degree in Information Technology
- Got Scholarship in Associate Degree in Information Technology
- Got Scholarship in MSC (Computer Science)

Hobbies

- Exploring and learning about emerging IT trends.