



ZESHAN ZAHID

IT SUPPORT ENGINEER

PERSONAL PROFILE

I am an IT Support Engineer with 5 years of experience in providing technical assistance and ensuring the smooth operation of IT systems. I am proficient in troubleshooting hardware and software issues, configuring networks and managing user accounts. I am also experienced in vehicle tracking system installation, security cameras configuration and installation.

WORK EXPERIENCE

IT Support Engineer

Bahria Town Lahore | Feb 2019 - Aug 2019

- Provided direct support to users across the organization include helping set up hardware or software.
- Helped users access shared drives and devices.
- Provided Remote support.
- Set up antivirus programs at work stations, develop policies for email security and perform backups to prevent information loss and unauthorized access.
- Tested Devices and trained employees on how to use network effectively.
- Set up firewalls which includes restrictions on internal traffic and blocking certain websites.

IT Support Engineer

JZ Enterprises Private Limited Sahiwal | Nov 2019 - Working

- Installing, configuring and troubleshooting security cameras.
- Administrating oracle enterprises.
- Providing server support.
- Troubleshooting systems and network problems, diagnosing and solving hardware and software faults.
- Installing, supporting and maintaining new server hardware and software infrastructure monitoring.
- Setting up new users accounts, profiles and dealing with password issues.
- Configuring outlook, office 365 and google workspace.
- Maintaining documentation of technical issues and resolutions.
- Managing and optimizing network performance and security.
- Maintaining documentation of network infrastructure and configurations.
- Configuring and troubleshooting routers and switches.
- Installing vehicle tracking system.

EDUCATIONAL HISTORY


Bachelor of Science in Software Engineering

Comsats University Islamabad, Sahiwal Campus | 2015 - 2019
Studied Networking, Computer Architecture, Databases, Software Requirements & Modeling, Software Design & Construction, Software Testing, Operating Systems, Quality Assurance, Project Management.

CONTACT

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SKILLS

Security Cameras Configuration, Installation

Desktop Support

Software Troubleshooting

Hardware Diagnosing

Desktop and Laptop Repairing

Networking (LAN/WAN, TCP/IP, DNS, DHCP)

Microsoft Office, Google Workspace

Remote Support & Servers Support

Fiber Optics System Installation, Repairing


Mobile Firmware Troubleshooting

Vehicle Tracking System Installation

Attendance Machines Configuration

Backup Solutions

LANGUAGES

 English

 Urdu