

# SAJID ULLAH

Khyber Pakhtunkhwa, Pakistan

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## OBJECTIVES:

A position, which allows me to apply my background in computer science to the practical problems and challenges and to use my skills for the improvement and benefits of this healthy and reputable organization.

## • EDUCATION:

### 1. BCS (HONS) (BACHELOR IN COMPUTER SCIENCE) [CGPA = 2.60/4]

Department Bacha Khan University, Charsadda, Khyber Pakhtunkhwa, Pakistan [2011- 2015]

### 2. F.SC PRE-ENGINEERING

Peshawar Model Degree College, Peshawar, Khyber Pakhtunkhwa, Pakistan [2009-2011]

### 3. Matriculation in Science

Paradise Children Academy & College, Sarozia Hangu, , Khyber Pakhtunkhwa, Pakistan [2006-2008]

#### ➤ Final Year Project

Wireless Network Design for Air Port Using Packet Trace.

## • WORK EXPERIENCE:

### 1. Organization: NCPE MARDAN

Position: Computer Operator

Job Duration: 01/12/ 2016 to 22/01/2018

### 2. Pakistan Telecommunication Company Ltd Peshawar

Position: IT Department /IT Assistant Support Engineer

Job Duration: 15 /04/2018 to 05/03/2019

### 3. I-Cell Accessories (Pvt) Limited Peshawar

Position: Data Entry Operator

Job Duration: 30/7/2019 to 27/12/2021

### 4. Peshawar Green City-01 (Society) Peshawar

Position: Assistant Accountant

Job Duration: 03/01/2022 to 20/05/2023

## • Duties and Responsibilities:

- Providing advice, support and practical assistance to system users via the IT service,
- Desk remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.
- Worked as a Parametric Test Center LAB administrator.
- Providing 1st line technical support, answering support queries via phone & email. Remote administration and management of customer premises equipment.

- Working as additional In charge of Technical Support Team in NTR-1 (North Telecom Region)
- To log & priorities system & user support calls for the second line support team.
- Carrying out user administration and set up.
- Recording and auctioning faults as reported on: PC's, servers, laptops.
- Determining the nature of faults and the steps required to rectify it.
  - Creating and maintaining email profiles for users.
  - Closing the job when normal service is resumed.
  - Excellent command on installation of CRM, OS (XP, Win7, win 8.1 win 1), Antivirus, MS Office & other Software
  - Writing progress and statistical reports for supervisors and managers.
  - Using remote control software tools to provide fault resolution and diagnosis.
  - Creating and administering Microsoft Exchange email accounts.
  - Document and maintain Help Desk policies and procedures.
  - The update and maintenance of the IT service desk authorized user's database.
  - Train and supervise other support engineering staff.
  - Track, monitor and report on all Help Desk incidents within defined customer service levels
  - EMC Tool Installation & Configuration

## MAJOR COURSES

- Data Communication
- Computer Networking
- Telecommunication
- Data & Network Security
- Network System & Information Technology (Brain Collage Peshawar)
- CCNA (CISCO CERTIFIED NETWORK ASSOCIATE)
- Special training course of Computer Hardware & Software
- Rise Institute of Engineering & Technology Course Completion **IOSH Standards Certificate**
- Rise Institute of Engineering & Technology Course Completion **CCTV Certificate**
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## SKILL

- Ms Office 2003/2007/2010
- Corel Draw, Photoshop, Graphic designing, Web development
- Networks: CCNA, Voice Telephony, Networking Routing Switching, Virtual Lan
- **Operating System:** Windows XP, Windows 7 & Windows 8, 10
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## PERSONAL DETAILS:

Name: Sajid ullah  
 Father name: Khawaja Muhammad  
 Nationality: Pakistani  
 Marital Status: Married  
 Date of Birth: 08/09/1992  
 CNIC NO : 14102-0359490-3  
 Passport No: JR2744902

## REFERENCES:

Available on Demand