

VIDAD AHMED HASHMI

IT Support Engineer | Network Support Engineer

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Rawalpindi, Islamabad

SUMMARY

With over 2 years in IT support, my expertise in technical support to end-users. Collaborate with team and Managers to complete the task in time with the ability to discover issues, resolve defects and ensure client expectations are met with high-quality support.

EXPERIENCE

Associate IT Engineer

Alestra Solutions

- 07/2024 - Present Gulberg green Islamabad
- Handling user management issues for a company that has over 100 employees.
- Highlight your accomplishments, using numbers if possible.
- Managed the installation, configuration, maintenance, upgrade and backups of Windows, Router, Server, Switches.
- Installation and Configuration of TP Link Deco Device.
- Managing Windows 2019 server including DNS, DHCP.
- Assisting with the setup and deployment of new devices, including computers, printers, and mobile devices.
- Managing user accounts and access permissions, ensuring data security and compliance with company policies.

Network Support Engineer

ASK Development

- 08/2023 - 07/2024 Islamabad, Pakistan
- Provided technical liaison, quality control and customer service.
- Ensure network availability using various monitoring tools such as NPM or sMonitor.
- Resolved internet connecting problems.
- Maintaining Complaints Log.
- Lease line circuits monitoring, troubleshooting, fault tracing.

Technical Support

Aksa SDS

- 04/2023 - 07/2023 Islamabad, Pakistan
- Providing PayMax application technical support.
- Logs monitoring and troubleshooting.
- Resolving tickets on AKSA-CRM and ensuring to meet SLA & TAT mutually agreed upon with the client.

IT Assistant

Abacus Consulting

- 04/2022 - 04/2023 Islamabad, Pakistan
- End-user supporting and troubleshooting. answering support queries via ticketing tool and email.
- Created user accounts, edited user account information, reset user passwords and removed access to the network utilizing active directory.
- Monitored systems in operation and quickly troubleshoot errors.
- Install and configure mail accounts and troubleshoot pst issue

SKILLS

DHCP/DNS	Active Directory	
Microsoft Office		
PC Hardware Troubleshooting		
Windows Networking	Vlans	
Window Server	PFsense	LAN/WAN
Routing	Switches	

EDUCATION

Bachelor In Computer Science

University of Central Punjab

10/2016 - 09/2020 Rawalpindi, Pakistan

CCNA Training

Ezxprt

02/2021 - 04/2021 Online

Google IT Support

Coursera

2023 Online