

Syed Hassan Abbas



Contact

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Education

Bachelor in Computer Science (2017)

Federal Urdu University Islamabad

Specialization in Network systems

Skill Highlights

- MS Office (MS Word, MS Power point, MS Excel)
- Vendor Coordination
- Active Directory user Management
- Remote Desktop Connection
- Troubleshooting Skills
- Tier-1 Level Troubleshooting
- Office 365 Management
- Communication Skills
- Work under pressure to meet timelines

IT Training

MS Office 365 Administration

<https://www.jobskillshare.org>

Active Directory User Management

<https://www.jobskillshare.org>

IT Ticketing System

<https://www.jobskillshare.org>

Remote IT Skills

Summary

A service-oriented and self-motivated professional to join your IT support team. I will work on maintaining and monitoring the computer systems and networks. I will be tasked with solving complex technical issues and will also collaborate with team members across all departments to assist them.

Technical/Computer Skills

Operating Systems : Window 10,8,7 (32 bit-64 bit), Windows Server.

Networking : LAN, WAN, WIFI, TCP/IP,DHCP,DNS.

Security : Windows Firewall, Antivirus.

Desktop App : Microsoft word, Excel, PowerPoint, Outlook.

Software Inventory : Office 365,Desktop Central, Spiceworks and Administration

Experience

SME BANK LTD- Jan 2022 to Apr 2022

IT Officer Islamabad

- Local Area and Wide Area Network maintenance & Trouble-shooting.
- Installation, maintenance and trouble-shooting of Business & System Applications.
- Installation, maintenance and trouble-shooting of Hardware.
- Train users on Hardware, Software, Applications and Information Security.
- Interaction with vendors and Internal IT staff to resolve IT Infrastructure issues.
- Generation of required documentation and its maintenance.
- Perform related duties as required.

Skyscrapers- May 2021 to Jun 2022

IT Executive, Rawalpindi

- Manage all Desktops & Laptops
- Installations of Windows & Basic Software
- Troubleshoot basic software & hardware errors.
- Active Directory (Domain Names manage). Add, delete & modify Manage Printers. Manage Router & Switches
- To assist staff & give help if they have any query. Support Regarding IT issues.
- Ensure security of data, network access, and backup systems
- Assist in the deployment of network infrastructure
- To assist staff & give help if they have any query. Support regarding IT issues
- Identify problematic areas and implement strategic solutions in time
- Ensure security of data, network access, and backup systems.

