

Bilal Hassan (IT Officer)

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PROFILE

A dedicated IT Professional making life easier for non-technical folks, by providing users IT support and resolving their software & Hardware related queries. Committed to lifelong learning and staying current with the latest technological advancements in the IT sector.

WORK EXPERIENCE

Bahria International Hospital | IT Support Officer | On-site

November 2023 – Present

- Responsible for managing and monitoring Systems and Network infrastructure to ensure smooth work operations.
- Proactively ensure the highest levels of systems and infrastructure availability.
- Log the incident response and resolution, draft the knowledge base and send to Incident Response Manager for Approval.
- Collaborating with users to understand their needs and requirements. Documenting the specific requirements for the MEDIX/BHIMS implementation.
- Configuring the MEDIX/BHIMS (Health Care ERP) to meet the specific needs of the hospital.
- Providing training sessions for end-users and administrators on how to use the MEDIX/BHIMS (REG, IPD/OPD, Welfare Medicine Flow, Inventory/Demand flow (internal & external) etc.
- Offering ongoing support and maintenance after the MEDIX/BHIMS (Health Care ERP) has been implemented.
- Gathering feedback from users to identify areas for improvement.
- Any other duties assigned by line manager.

DevSign Tech | Intern | On-site

June 2021 – August 2021

- Develop and maintain responsive and user friendly web pages using HTML, CSS, and JavaScript.
- Optimize code and assets to ensure fast load time and smooth performance.
- Collaborate with UI/UX designers to convert design into interactive web applications.

PROJECTS

Learn Quran | Android App | FYP

- Developed An Android application providing users an up-to-date, interactive way to learn the Quran
- Its features include live video calling between the student and tutor, offline access, audio recitation.
- It also includes Interactive learning modules, user authentication and Quranic text with translations and Ahadees Portal with translation.

Vehicle Management System | Web App

- A service that allows users to rent cars, plan trips, and provide qualified and experienced drivers.
- Offers a dashboard for real-time vehicle management and monitoring.
- Comprising performance analytics, fuel management, route optimization, vehicle tracking, and maintenance scheduling.
- The system aims to enhance operational efficiency, reduce costs and improve safety.

Education

- UET Taxilla** | Department of Computer Sciences
BS Computer Science 2019 -2023
- Punjab College Morgah** | Intermediate
Fsc Pre-Engineering 2017-2019
- APS Multan Cantt** | Matriculation
Science 2014-2016

SKILLS

- NETWORKING
- CCTV CONFIGURATION
- SOFTWARE IMPLEMENTATION
- NETWORK/SOFTWARE TROUBLESHOOTING
- OPERATING SYSTEMS (WINDOWS, MAC OS, UBUNTU)
- TECHNICAL SUPPORT

RELEVANT COURSE WORK

- DBMS & Data warehouse
- Intro to Computers & Communication
- Web Engineering (HTML/CSS/PHP)