



Muhammad Arslan

IT Support

EDUCATION

SSC

F.G Sir Syed Public School Rawalpindi

Diploma in Information Technology (DIT)

Rawalpindi Institute of Information Technology

Complete Computer Applications (CCA)

TEVTA

WORK EXPERIENCE

National Logistics Corporation (NLC)

October 2013 - Present Till Date

- Configured and maintain client OS and client Network (LAN, WAN, VPN), including CCTV
- Configuration and troubleshooting of Office automation System (OAS)
- Deployed and maintaining 400+ PC's, Laptops & Printers on multiple locations
- Deployed and managing centralized Wi-Fi network along with multiple SSIDs
- Installation & deployments of Routers, Switches and other network appliances
- Performing backups, troubleshooting the network issues to run smooth Data center operations
- Configured and managing Windows different Versions along with upgrades and maintenance
- Providing technical support to all levels, troubleshooting the hardware & software issues
- Managing and scheduling Multipoint HD video conferencing meetings globally includes different endpoint users' devices

SKILLS

Customer Support.
User Training.
Antivirus Implementation.
CCTV Cameras installation & Configuration.
IT Hardware Repair Maintenance.
Software Installation.
Network Support.
Email Backups.
Remote IT Support.

PROFILE

Looking for the position in a reputed organization that can provide an opportunity to fully utilize my knowledge and skills for mutual benefit. Multi-talented consistently rewarded for success in planning and operational improvements. I may utilize my learned skills to add value to your company through hard work, dedication, and my experience.

ACHIEVEMENTS

Award Employee of the Quarter (2021)
Employee Best Performance (2021/22)

CONTACT

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HOBBIES

Playing Cricket, IT Experiments

TOOLS

Window 10 PE
IP Scanner
Hiren Boot
Dahua CCTV Software
Smart PSS

