



# REHAN AHMED

Computer Hardware Specialist

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## Skills

### A+ Computer Hardware



Computer Hardware and Software Troubleshooting & Repairing, Networking Fundamentals, Electronics Essential.

### Certificate in Computer Application



MS Office, Inpage, E Mailing, Windows Installation & Troubleshooting.

### Digital Literacy



Computer Basics, Hardware, Software, Internet Surfing & Office Automation

### CCNA & RS



Network Fundamentals, LAN Switching & Routing, WAN Technologies, Infrastructure Services, Securities & Management.

### Introduction to IoT



Bringing the IoT and IoE to real life and revolutionizing the world. Connecting the world to the unconnected through IoT.

### Introduction to Cyber Security



Cyber Threat & Attacks on Industries, Cyber Threat Detection & Defense, Cyber Threat Prevention & Awareness.

### Spoken English



Basic Skills of English Reading, Writing, Listening, and Speaking

### Chinese Language



HSK Level-2 Chinese Reading, Writing, Listening and Speaking.

## Summary

To associate myself with progressive organization that give me scope to seek and fulfill the requirements of a challenging position and allows utilization of my skills and provide experience in upcoming fields.

## Work experience

01/04/2019 - Present Desktop Support Engineer

FUJITSU (WEMYT)

### Pakistan Tobacco Company

- Addressing user tickets regarding hardware, software and networking issues.
- Desktop, laptop and tablet oriented problems resolution.
- Conduct remote troubleshooting and installation.
- Providing technical support on-site or via phone or email.
- VIP & Persona user assistance and training related IT Equipment.
- VPN, O365 and online meeting support.

01/01/2017 - Present Hardware Technician

Women Development & Social Welfare Center

### Pak Maktab School

- Desktop, Laptop & Mobile support and troubleshooting.
- Hardware and software installation and configuration.
- Systems optimization and up gradation.
- Network configuration and troubleshooting.

### Silai Markaz

- Installation of new software or hardware.
- Determining and installing appropriate security measures.
- Repairing damaged hardware and ensuring electrical safety measures are met.
- Configuring computer networks and install new nodes as per requirement.
- CCTV support and and troubleshooting.
- Inventory management and reporting to Director.

11/06/2018 - 10/04/2019 Resident Engineer

Inbox Business Technologies

### Standard Chartered Bank

- Assisting users regarding tickets on hardware, software and networking issues.
- Remote troubleshooting and assistance via phone or email.
- VoIP, PRI and PABX installation, configuration, troubleshooting.

### Dell Pakistan

- Desktop, Laptop & Servers service, repair and maintenance.
- Entertaining CIS, NBD and Enterprise calls via portal.
- Maintaining inventory, documentation and reporting to head office.

### Coca Cola Pakistan

- Addressing user tickets regarding hardware, software and networking issues.
- PDA and Hand Held Devices troubleshooting & log management.

15/08/2016 - 05/02/2018 Computer Lab Assistant

Punjab Group of Colleges.

- Maintain records of services and lab usage for assessment and planning.
- Develops policies and procedures to ensure efficient lab operations and quality.
- Coordinate and perform software installations, diagnostics, and repairs.
- Hardware and Network troubleshooting, Maintenance and diagnosis under server client environment.
- Keep records of repairs and fixes for future reference and report to HO.

17/08/2015 - 18/11/2016 Computer Lab Assistant

Govt. Institute of Information Technology.

- Provide technical assistance and resolution as necessary.
- Setting up hardware and installing and configure software and drivers.
- Maintain computer equipment and software to ensure secure and efficient operations.
- Maintain supplies for lab equipment (e.g., paper, printer toner) and maintain working order of lab equipment.
- Repair computer hardware and servers as required.
- Keep records of repairs and fixes for future referenc.e

## Education

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10/09/2015 - 25/10/2016	Hardware & Network Technician. <a href="#">TERN Institute</a> Computer Hardware and Network Troubleshooting
14/03/2010 - 20/08/2013	DAE (Electronics) <a href="#">Govt. College of Technology</a> DAE Electronics (Computer,Physics,Chemistry,Math)
01/03/2008 - 15/07/2010	Matric (Science) <a href="#">Faran Boys Secondary School</a> Matric with Science (Math,Physics,Chemistry,Biology)

## Workshops & Trainings

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### ***Cyber Security Awareness***

Attended 1 day workshop on cyber security awareness with the correspondence E-Library Rwp. A rich session about how to protect your personal and corporate systems and networks from any kind of breach.

### ***Social Media Security Awareness***

Attended 1 day workshop on cyber security awareness. A brief introduction about how to secure your social media contents and report to the legal authorities.

## Interests

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- Hardware and Software Troubleshooting,
- Desktop and Laptop Repairing,
- Internet Surfing and Socializing.
- Hiking, Tracking, Camping & Photography.

## References

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***References available upon request.***