AZIZ KARIM

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Al Fedi Street Bur Dubai, UAE

A solution-oriented, highly analytical, and resourceful candidate with over eight years of technical troubleshooting, end-user service, and network development experience. I have continuously demonstrated skills in the development and implementation of technological solutions with a special emphasis on delivering cost-cutting and productivity improvements. I am a professional in network administration, software configuration, and testing as well as repair of various hardware and software applications. I have a proven ability to provide creative and effective issue resolution through the application of highly developed problem-solving skills. I embody the right qualities of being a team player with a reputation for providing excellent user service and the tenacity to work with demanding clientele.

Computer Technician/Engineer   Nova Data Sdn.Bhd –Malaysia,2005-2014

- Assemble New Desktop Computers, installed software applications
- Diagnosed and fix hardware, software problems, troubleshoot network issues.
- Repair Faulty Laptop/Desktop Motherboards, CRT/LCD Monitors
- Delivered, set up, and networked large computer systems on Windows 98, XP and on Windows 7 throughout various convention centers, Internet Café's, Offices, and hotels.
- Conceptualized, designed, and oversaw the implementation of both wired and wireless networks with firewall and router configurations and anti-malware solutions.

IT Support Engineer   Nova InfoTech's Pvt Ltd – Pakistan, 2015-2019

- Installing and configuring client computer systems.
- Responding to client IT support requests.
- Meeting with clients to diagnose software, networking, or hardware issues.
- Providing technical support on-site or via remote-access systems.
- Offering solutions that meet the needs of the client.
- Repairing hardware malfunctions, software issues, and networking problems.
- Maintaining good client relations.
- Tracking and managing work records.
- Compiling job reports.

System Administrator   Wasti Ghair Digital Marketing Dubai, **2020-Present**

- Examine and evaluate current systems
- Identify system requirements
- Liaise with users to track additional requirements and features
- Document interfaces between new and legacy systems
- Collaborate with IT team and developers to produce new systems
- Validate changes by testing programs
- Train users on the new operation systems and provide support
- Ensure deadline and budget requirements are met
- Stay up-to-date with current technologies and technical developments

Skills:

- Circuit Design and Analysis
- Computer-Aided Design (CAD) Software Proficiency
- Knowledge of computer hardware components and systems
- Troubleshooting and problem-solving skills
- Ability to diagnose and repair hardware, software issue
- Technical Support Skills
- Building/ Configuring Systems
- Documentation
- End User Support
- User Training
- Costumer Communication
- Network troubleshooting and support
- Network installation and configuration
- Network security and auditing

Education:

BSc (Hons) Computer Network & Security   University Lancashire   UK
BTEC-HND Electrical & Electronics   University Huddersfield   UK
Graduate Diploma: Computer Engineering   KDU University College Malaysia
Bachelors Of Science   University Of Karachi Karachi

Certifications:

Google IT Support Professional
IBM Technical Support Professional
Microsoft IT Support Professional
CompITA .A+ Network+ Security+

Languages:

English   (Fluent)
Malay   (Fluent)
Urdu   (Fluent)
Arabic   (Intermediate)

Reference:

Available upon request