AZIZ KARIM

+971 5083 80872,azizrahim1515@gmail.com
Al Fedi Street Bur Dubai,Dubai UAE

PROFESSIONAL SUMMRY

Experienced IT solutions provider with over 20 years of expertise in computer and laptop sales and services. Proven track record of delivering comprehensive IT support and digital marketing solutions across multiple countries, including Malaysia, Pakistan, and the UAE. Adept at managing operations, fostering client relationships, and implementing innovative solutions to drive business growth.

STRENGTHS AND EXPERTISE

IT Solutions & Support	Technical Troubleshooting	Digital Marketing Strategies
Network Configuration	Computers & Laptops Sales	Training & Development
Hardware and software Installation	Client Relationship Management	Team Leadership Management

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PROFESSIONAL EXPERIENCE

2020 - Present

NOVA DATA IT SERVICES - DUBAI UAE
IT Solutions Provider & System Analyst

- Deliver end-to-end IT solutions, including network configuration, software installation, and hardware maintenance for diverse clients.
- Spearhead digital marketing initiatives to enhance online presence and generate leads for clients.
- Collaborate with clients to develop tailored IT strategies that align with their business goals and improve operational efficiency.
- Provide ongoing technical support and troubleshooting to ensure seamless IT operations.

NOVA DATA GB PVT LTD — Pakistan
2016-2019

IT Solutions Consultant & Sales Manager

- Managed a team of technicians to provide comprehensive IT support and services, including computer and laptop sales.
- Developed and executed sales strategies to increase market share and revenue growth in the IT sector.
- Established and maintained strong relationships with clients to ensure satisfaction and repeat business.
- Conducted training sessions for clients on new technologies and best practices in IT management.

NOVA DATA SDN BHD — Malaysia

2005-2014

IT Solutions Specialist & Service Technician

- Provided IT solutions and support for a wide range of clients, focusing on computer and laptop sales and services.
- Diagnosed and resolved technical issues, ensuring minimal downtime and optimal performance for clients' systems.
- Assisted in the development and implementation of IT policies and procedures to enhance operational efficiency.
- Collaborated with cross-functional teams to deliver customized IT solutions that met client needs.

EDUCATION

BSc (Hons): Computer Network & Security   University Lancashire   UK
BTEC-HND: Electrical & Electronics: University Of Huddersfield   UK
Diploma in Computing: KDU Kuala Lumpur   Malaysia
Bachelors of Science: University Of Karachi   Pakistan
Higher Secondary Certificate: Board of Higher Secondary Education Karachi.

CERTIFICATIONS

- Google Technical Support Professional
- IBM IT Support Professional-PC
- Microsoft IT Support Specialist

LANGUAGES

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

REFRENCES

Available upon request.