

# 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 hands-on expertise in computer hardware repair, systems administration, and IT support. Proven track record of delivering effective, secure, and scalable IT solutions across Malaysia, Pakistan, and the UAE. Adept in managing IT infrastructures, providing remote and onsite support, and leading IT teams to meet business goals efficiently.

## STRENGTHS AND EXPERTISE

Hardware Expertise	Troubleshooting & Repair	Command Line Interface (CLI)
Software & OS Proficiency	Data Recovery & Backup	Remote Support & Virtualization
Network & Server Configuration	Client Relationship Management	Team Leadership Management
Hardware and software Installation	Active Directory & DBMS	Cybersecurity Awareness

## PROFESSIONAL EXPERIENCE

2020 - Present

### NOVA DATA IT SERVICES - Dubai UAE

#### IT Manager & System Administrator

- Manage the entire IT infrastructure including hardware, software, network, and security systems.
- Deliver end-to-end IT solutions, including network configuration, software installation, and hardware maintenance for diverse clients.
- Implement virtualization and remote support solutions for remote offices and clients..
- Administer servers, data backup systems, and network security protocols.
- Ensure consistent service delivery and user satisfaction through effective support and communication..

### NOVA DATA GB PVT LTD - Pakistan

2016-2019

#### IT Manager & Support Engineer

- Managed a team of technicians to provide comprehensive IT support and services, Oversaw network configurations, hardware installations for business operations..
- Provided end-user training and documentation to enhance technology adoption.
- Performed diagnostics, repair, and maintenance for PCs, laptops, and network devices..
- Conducted training sessions for clients on new technologies and best practices in IT management.

**IT Solutions Specialist & Service Technician**

- Maintained high client satisfaction through responsive and knowledgeable service.
- Diagnosed and resolved technical issues, ensuring minimal downtime and optimal performance for clients' systems.
- Specialized in system builds, server setups, and network troubleshooting.
- Collaborated with cross-functional teams to deliver customized IT solutions that met client needs.

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**EDUCATION**

BSc (Hons): Computer Network & Security    University Lancashire    UK

BTEC-HND Electrical & Electronics: University Of Huddersfield    UK

Diploma in Computer & Telecommunications:    KDU, PJ    Malaysia

Bachelors of Science: University Of Karachi    Pakistan

Higher Secondary Certificate: Board of Higher Secondary Education Karachi.

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**CERTIFICATIONS**

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

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**LANGUAGES**

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

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**REFERENCES**

Available upon request.