Umer Farooq

Islamabad, Pakistan

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Personal Details

25 October 1995 | Male | Pakistani | Married

Performance-driven professional with 7+ years of experience in IT Support, Business Support, and general administration field.

As an IT Support & Business Support Specialist with 7 years of experience, I have a proven track record of delivering outstanding results by leveraging my technical and business skills. My experience includes managing hardware and software infrastructure, analyzing and resolving complex technical issues, and providing customer service and support. I am skilled in project management, vendor management, and procurement, and I have a deep understanding of business operations and how technology can support and enhance them. With strong communication skills and the ability to work effectively in a team environment, I am committed to delivering high-quality service and support to help organizations achieve their goals.

AREAS OF EXPERTISE

Office 365 Administration | Accounts Monitoring Windows 7-10 Deployment | Troubleshooting | IT Support Ticketing Systems | User Training (Technical and Security) | Device management | Active Directory | Inventory Control | Time Management | Document Management | Teamwork and Collaboration | Configuration | Procurement | Vendor Management | Warehouse Management | Customer Service | Installation | Software & Hardware Support | Supply Chain Management | Inventory Management |Team Leadership & Training | Supplier Relationship Management | Process Improvement | Communication Skills

PROFESSIONAL EXPERIENCE

Paymob | Islamabad | PAKISTAN   **August 2022 – Present**
IT & Business Support Specialist (Covered IT Support, Operations & Administration)

KEY ACCOMPLISHMENTS

- Providing technical assistance to end-users, including hardware and software troubleshooting.
- Understanding business processes and providing recommendations for technology solutions to enhance operations and streamline workflows.
- Managing relationships with technology vendors, including procurement, contract negotiation, and vendor performance management.
- Collaborating with cross-functional teams, including IT, operations, and business units, to ensure technology solutions align with business needs and goals.
- Providing administrative support to business functions, including scheduling meetings, preparing reports, and maintaining files and records.
- Assisting with the day-to-day operations of business functions, including monitoring, and analyzing business performance metrics, identifying areas for improvement, and making recommendations for process improvements.
- Managing relationships with vendors, including procurement, contract negotiation, and vendor performance management.

Jazz (Mobilink) | Islamabad | PAKISTAN   **January 2022 – August 2022**
IT Support Engineer (Covered Helpdesk, Technical Support)

<u>KEY ACCOMPLISHMENTS</u>

- Address user tickets regarding hardware, software, and networking.
- Demonstrate expertise in ticketing systems and Service Level Agreements (SLAs) to ensure efficient handling of IT tasks.
- Ask targeted questions to diagnose problems.
- Guide users with simple, step-by-step instructions.
- Conduct remote troubleshooting.
- Test alternative pathways until the issue is resolved.
- Customize desktop applications to meet user needs.
- Record technical issues and solutions in logs.
- Follow up with users to ensure their systems are functional.
- Installing IT, network, and electrical hardware components and cables.
- Configure software and systems Identifying and eliminating bottlenecks to ensure long-term system efficiency.
- Troubleshooting and resolving issues with the wireless/wired network.
- Ensure the connectivity and networking operate securely.

Teletaleem Pvt Ltd | Islamabad | PAKISTAN   **June 2021 – January 2022**
Installation Specialist (Covered Technical Support, Configuration, Procurement, Maintenance)

<u>KEY ACCOMPLISHMENTS</u>

- Planned and directed site installation work and engineering activities to get equipment and controls set up and verified.
- Developed manpower schedules and assignments to maintain project schedules.
- Conduct preventive IT maintenance, troubleshooting, and benchmarking for system optimization.
- Supervised field installation staff and handled escalated issues to maintain progress.
- Worked closely with authorities to obtain permits and resolve site issues.
- Kept records of parts and equipment used in projects to update inventory.
- Coordinated repair and maintenance plans with co-workers and supervisors ahead of scheduled projects.
- Took measurements and evaluated dimensions of surrounding area to correctly install new gadgets.

Aaron Azlam Pvt Ltd | Islamabad | PAKISTAN   **September 2020 – June 2021**
Executive IT & Admin (Covered IT Support, Administration, Procurement, Executive Assistant)

<u>KEY ACCOMPLISHMENTS</u>

- Implement and document IT policies and procedures to maintain standardization and compliance.
- Lead the installation, configuration, and maintenance of servers, operating systems, and network equipment for optimal performance and uptime.

- Promoted professional and personal development of individual team members by administering performance evaluations.
- Established contact with new markets by traveling to conventions and setting up meetings.
- Reduced operating expenses by negotiating with vendors to obtain better pricing.
- Determined appropriate budgets and administered expenditures.
- Identified issues and resolved problems with hardware and software to improve end-user experience.
- Analyzed workflows and established priorities for daily operations.
- Resolved and maintained workstation issues related to upgrades, software, and hardware failures.

Fauji Fertilizers Bin Qasim Ltd (FFBL) | Islamabad | PAKISTAN July 2018 – July 2020
IT Support Technician (Covered IT Support, Operations, Inventory Control)

KEY ACCOMPLISHMENTS

- Installing and configuring computer hardware, software, systems, networks. • Answered use and repair questions via in-person, email, and telephone requests.
- Exhibit hands-on experience in hardware and software maintenance, encompassing installation, LAN/WAN configuration, and providing support for desktop and server environments.
- Assisted customers with various types of technical issues via email, live chat, and telephone. Providing technical support across the company (this may be in person or over the phone)
- Resolved problems on workstations and LAN, including cabling problems.
- Create, delete, and maintain user system accounts and passwords in Active Directory.
- Provided on-phone and online support for users of extended communication.
- Performs defined tasks per Documented instructions/processes.

Dandot Cement Company Pvt Ltd | Khewra | PAKISTAN January 2011 – December 2012
Storekeeper / Computer Operator (Covered Procurement, Inventory Management)

KEY ACCOMPLISHMENTS

- Provides data by operating a computer.
- Maintained accurate inventory counts, resulting in an inventory variance rate.
- Warehouse Management

EDUCATION

- **Bachelor of Arts** || University of Sargodha

COURSES & TRAININGS

- Technical Support Fundamentals (Google)
- Cloud Computing Service Models (Great Learning)
- Microsoft 365 Fundamentals (Microsoft)
- Jira Fundamentals Badge (Jira)
- Computer Networking / Digital Network Security (Aison)
- Introduction to Packet Tracer (CISCO)
- Foundation of Business and Entrepreneurship (Skill Front)

- AI for Everyone (deeplearning.ai)
- How to Get Online (CISCO)
- English Language Ability (Emmersion)
- Programming for Everybody (University of Michigan)
- Business English (Open University)
- Asset Management, Procurement, Using Proper Warehousing Process and Procedure, Procurement Planning, Warehousing, Fleet Management (disasterready.org)

LANGUAGES

- English (Fluent)
- Urdu / Hindi (Fluent)
- Punjabi (Fluent)