



Muhammad Aun

System Support Engineer

Enthusiastic & eager to contribute to team success through hard work, attention to detail oriented and excellent organizational & management skills. Clear understanding of any work given at my end. Collaborative and communicative. Motivated to learn, grow and excel in learning emerging technologies.



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## Work Experience




### System Support • SUPARCO

August 2010 - Present



- \* Answering phone calls from users.
- \* Providing technical support across the organization (this may be in person or over the phone).
- \* Responding in a timely manner to user issues and requests.
- \* Follow up with users, provide feedback and see problems through to resolution.
- \* Hardening of official devices as per guidelines provided in CS SOP.
- \* Installing and configuring computer hardware, software, systems, video conferencing equipment, printers, and scanners.
- \* Repairing and replacing ICT equipment.
- \* Perform data copy from one network to another.
- \* Testing and evaluating new technological advancements and trends in IT support.
- \* Cooperate with developers to create clean interfaces and simple, intuitive interactions and experiences.
- \* Work with senior developers to manage large, complex designs & tasks.
- \* Complete detailed programming and development tasks for front end public and internal websites as well as challenging back-end server code using Java Script.
- \* Carry out quality assurance tests to discover errors and optimize usability.
- \* Generated reports covering details about data, system operation and error monitoring.
- \* Maintained spreadsheets of big chunk of data across multiple systems while preserving exceptional data accuracy.
- \* Coordinated with IT teams to resolve advanced computer software and hardware problems.
- \* Corrected any data entry error to prevent later issues such as duplication or data degradation.
- \* Identified and eliminated website bugs to improve user experience.
- \* Executed data verification to detect errors.
- \* Organized, sorted and checked input data against original documents.
- \* Scan documents and save in database to keep records of essential organizational information.

## Education

	Ilma University	2013 - 2018
	Bachelor in Computer Science	
	Govt. Degree College Gulshan-e-Iqbal	2007 - 2008
	Intermediate (Pre-Engineering)	
	Usmania Academy	2005 - 2006
	Matric (Computer Science)	

## Certification

	Aptech Education Center Web Designing & Development	2011
	Coursera AI For Everyone	2019
	Coursera Technical Support Fundamentals	2020

## Technical Skills

- HTML5
- CSS3
- JavaScript
- Python
- C++
- Data Analysis
- SQA

## Other Skills

- Communication Skills
- Customer Service
- Problem Solving
- Management Skills
- Ability to work under pressure