



REHAN AHMAD

IT SUPPORT

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- 📍 International City Dubai

EDUCATION

Intermediate & Secondary Education Lahore

1998 - 2000

SKILLS

- Network troubleshooting
- Software issue diagnosis
- Telecommunications
- DATA PROCESSING
- Exceptional communicator
- Software diagnosis
- Technical issues analysis
- Knowledgeable in Mac systems
- LAN aptitude
- APPLICATION INSTALLATIONS
- Customer support needs assessment
- Application support

PERSONAL DETAILS

- Nationality - Pakistan
- DOB -01/01/1977
- Visa Status -Work permit
- PASSPORT NO : AA8196304
- Driving License from UAE

LANGUAGES

- ENGLISH
- ARABIC
- URDU
- HINDI
- PANJABI

ABOUT ME

Dedicated IT Support Specialist with 18 years of experience in troubleshooting and resolving technical issues for hardware, software, and network systems. Proficient in providing exceptional customer service and support to end-users, ensuring minimal downtime and increased productivity. Skilled in managing helpdesk operations, maintaining IT documentation, and implementing solutions to enhance system performance. Familiar with a variety of technical tools and platforms, including [specific software/hardware relevant to your experience]. Strong problem-solving abilities and effective communication skills, committed to delivering high-quality technical assistance and support.

WORK EXPERIENCE

IT Support Officer

2002- 2007

ISSZMA COMPUTERS , OKARA , PAKISTAN

- Coordinated and managed daily work activities of ICT help desk sta to monitor compliance.
- Reset passwords of customers to provide data protection.
- Observed performance of hardware and software to maintain functionality and reliability.
- Trained and mentored support STA to provide exceptional customer service and swift resolution.
- Researched latest information to stay abreast with trends.
- Practiced congeniality with sensitive customer information to protect privacy.
- Utilized ticketing system to track timeline and resolution of problems.

IT Technician

2007- 2024

TAMIMI GLOBAL LTD , NEOM CITY , TABUK , SAUDI ARBIA

- Supported IT department in contract management and equipment purchasing.
- Troubleshot various incidents related to hardware, networks and software faults.
- Prioritized incoming tickets to facilitate maximum exigency.
- Resolved service requests within target timeframes.
- Coordinated and executed routine hardware upgrades.
- Optimized desktop, telephony and application infrastructure to meet operational demand.
- Kept clients well-informed of ticket status.
- Maintained optimum levels of IT support to 250 Laptops and other operating system across 6 sites.
- Prioritized ticket queue, closing interactions and logging requests upon query resolution.
- Completed value-adding tasks such as VMware upgrades and downgrades.
- configured software and functions following speciation's.
- Monitored local network to optimize performance.
- Evaluated hardware, mouses and keyboards to determine performance.
- Conducted failure analysis on failed or returned devices.
- Provided security and privacy of networks and computer systems.
- Scheduled upgrades and regular maintenance to maintain smooth worked.
- Ordered new computers and equipment's to maintain active supply for department.
- Arranged computers, routers and printer to achieve proper workstation.