

# MUHAMMAD ABDAL

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## EDUCATION

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### Diploma in Software Engineering (Ongoing):

Aptech Learning — Karachi, Pakistan  
Completed 2nd semester (Program expected to be completed in 2 years).

### Intermediate (Commerce):

Pakistan Shipowners Government College — Karachi, Pakistan  
2022 – 2023

### Matriculation (Science):

Ali High School — Karachi, Pakistan  
2020 – 2021

### Other Qualifications:

·Hafiz-e-Quran

## PROFESSIONAL EXPERIENCE:

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### IT Support Engineer

Silicon Technologies — Karachi, Pakistan

2022 – Present

- Provide technical support for hardware and software issues, ensuring timely resolution for employees.
- Troubleshoot and resolve network connectivity issues, including configuration and maintenance of LAN and Wi-Fi networks.
- Assist in the installation, configuration, and maintenance of systems and software tools used within the company.
- Handle user queries related to software errors, system crashes, and device malfunctions.
- Conduct regular system checks to prevent any technical issues and improve system performance.
- Collaborate with cross-functional teams to ensure smooth operations and support of company IT infrastructure.
- Document and track technical issues and resolutions to improve future support efficiency.

### CALL CENTER INTERN (INTERNET CAMPAIGNS):

Call Center Company — Karachi, Pakistan

2021 – 2022

- Assisted in managing inbound and outbound calls related to internet services.
- Provided support and guidance to customers on troubleshooting basic internet issues.
- Documented customer complaints and assisted senior staff in addressing technical problems related to internet campaigns.
- Gained valuable experience in customer service and communication skills.

## TECHNICAL SKILLS:

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- Operating Systems: Windows, Linux (basic knowledge).
- IT Support: Hardware troubleshooting, software installation, system updates, network configuration.
- Software: Microsoft Office, Office 365 Administration.
- Tools & Technologies: Ticketing systems, Remote Desktop, Network Monitoring Tools, Antivirus software.
- Creativity: Creative problem-solving skills in IT support and web development.
- Languages: English (Basic), Urdu (Fluent)
- Web Development: HTML, CSS, JavaScript, Bootstrap, Media Queries
- Graphic Design & Digital Marketing: Photo Editing, Social Media Management, Content Creation.