



Ali Tariq

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Address: Islamabad, Pakistan (Home)

● ABOUT MYSELF

Dedicated IT professional with a Bachelor's degree in Computer Science and over 1 years of technical support experience. Proficient in troubleshooting hardware and software issues, with expertise in Windows Server, Active Directory, and network management (TCP/IP, LAN/WAN, VPN). Skilled in using Remote Desktop and ServiceNow to enhance user productivity. Familiar with AWS Cloud and mobile device management, I am eager to leverage my skills to excel as an IT Support Specialist and contribute to a dynamic team.

● WORK EXPERIENCE

02/2023 – 11/2024 Islamabad, Pakistan

IT SUPPORT SPECIALIST FORTUNE TECHNOLOGIES

- Maintained Ethernet networks, LAN/WAN technologies, and TCP/IP configurations to enhance system communication.
- Provided technical assistance and troubleshooting for hardware/software issues, including printer and scanning device management.
- Managed Office 365 applications, providing support and troubleshooting to boost productivity across the organization.
- Utilized Active Directory to manage user accounts, permissions, and group policies, ensuring secure access.
- Configured switches, routers, and mobile devices to optimize network performance and reliability.
- Installed and set up computer hardware and operating systems, replacing components as necessary for optimal functionality.
- Used remote assistance tools for efficient troubleshooting and monitoring.
- Managed an inventory of over 50+ devices, facilitating asset tracking and deployment, including CCTV configuration.

08/2023 – 02/2024 Islamabad, Pakistan

IT ADMINISTARTOR BILQEES MEDICAL CLINIC

- Set up and maintained Windows PCs, ensuring proper installation of software and hardware for seamless operations.
- stable Wi-Fi access throughout the clinic for both staff and patients, troubleshooting connectivity issues as needed.
- Installed and configured CCTV systems for enhanced security and monitoring of clinic premises.
- Provided technical assistance to clinic staff, resolving hardware and software issues promptly to minimize disruptions in patient care.

09/2022 – 06/2023 Bahawalpur, Pakistan

IT SUPPORT CITY MALL

- Installed, configured, and maintained hardware and software systems, ensuring optimal performance and reliability.
- Diagnosed and resolved technical issues related to networks, servers, and workstations, minimizing downtime for users.
- Provided direct support to end-users via phone, email, and in-person, delivering effective solutions to enhance productivity.



● SKILLS

Technical Expertise

Technical Support Tools:

Remote Desktop, Active Directory (Expert), AWS Cloud(Intermediate), ServiceNow.

Operating Systems:

Windows Server (Expert), MacOS (Intermediate), Windows(Expert).

Hardware & Software Troubleshooting:

Network Configuration, Mobile Device Management, Data Recovery, Office 365.

Networking:

TCP/IP, LAN/WAN, VPN, Cisco Routers, Switch Configuration, Firewall Management.

Technical Support Tools:

Remote Desktop, Active Directory (Expert), AWS Cloud(Intermediate), ServiceNow.

PC Setup:

Installation, Configuration, Optimization.

● EDUCATION AND TRAINING

16/09/2019 – 30/12/2023 Bahawalpur, Pakistan

BACHELORS OF COMPUTER SCIENCE The Islamia University Bahawalpur

Final grade 3.62

● LANGUAGE SKILLS

Other language(s): **ENGLISH**

● CERTIFICATIONS

06/2023

AWS Technical Essentials(Coursera)

Link <https://coursera.org/share/e94df4ea985bdf554669cd5a5f98be39>