

# SYED SHAHEER

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Salmiya, Kuwait

## Professional Summary:

Resourceful and determined Desktop Support Engineer. Skilled in maintaining, troubleshooting and optimizing Desktop & System performances. Adept at diagnosing and resolving operational issues. Excited to use technical skills to improve both employee productivity and customer experience.

## Skills:

- Microsoft Office
- Word Press
- Python
- HTML
- Macromedia Dream viewer
- MYSQL
- CSS
- JavaScript
- PHP
- C++
- Visual Basic

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## Work History:

April 2018 – Current

Desktop Support Engineer | Britain International Academy

- Providing desktop support for clients through phone or in person as needed to minimize downtime.
- Experience diagnosing, troubleshooting, and resolving client issues with hardware and application-based maintenance, installations, and upgrades.
- Planning and undertaking scheduled maintenance upgrades and talking to clients and computer users to determine the nature of problems.
- Troubleshooting Printer related issues such as connectivity problems, Paper Jam, network unavailability on Printer and other issues.
- Network Troubleshooting issues such as network Cable problems, unavailability of on computer etc.
- Troubleshooting Internet Related issues.
- Maintaining Antivirus updates on all computers under company's Network & provide monthly report to IT Managers.
- Providing Hardware upgrade requirements to IT Manager.
- Schedule daily and weekly backup as required.

## Education and Training:

- BSc in Computer Science and Networking Greenwich University – August 7 2023.
- Level 5 Diploma in computing – NCC Education - Britain international academy -October 2021.
- Level 4 Diploma in computing from - NCC Education - Britain international academy - October 2020.
- Python Build 15 from udemy.com Boot camp - June 2020.
- English speakers of other languages (ESOL) from Britain International Academy - April 2019.