

Abdullah Hafeez

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Objective:

To utilize my comprehensive expertise in technical support, cloud infrastructure, and cybersecurity to contribute effectively towards the advancement and success of a forward-thinking organization.

Experience:

- **Dora Hajar Establishment for Wholesale and Retail (Khobar, KSA) Feb2024-Present**
 - Leading in IT operations including troubleshooting hardware and software issues.
 - Providing technical support to colleagues regarding computer systems, software applications, and network connectivity.
 - Contributing to the maintenance and upkeep of IT equipment and systems.
 - Initiating in training sessions to enhance knowledge of IT systems and procedures.
 - Creating technical documentation and reports using Microsoft Office Suite (Word, Excel, PowerPoint)
 - Sequenced maintenance of IT asset inventory.
 - Utilizing Google Workspace tools (Gmail, Docs, Sheets, Slides) for seamless communication and collaboration within teams and with clients.
 - Collaborating with senior IT staff to address technical challenges and improve operational efficiency.
- **Enigma Software Solution (Islamabad, Pakistan) July 2023-Jan2024**
 - Styling websites using HTML and CSS for visible attractiveness.
 - Bootstrap for designing of responsive websites.
 - Online tutorials and resources to solve coding challenges and learn new skills.
 - Browser developer tools to scrutinize and debug website issues.
 - Basic back end working of Node.js
 - Elementary identification and troubleshooting for common website issues.
 - Accustomed with utilizing pre-built templates and frameworks like jQuery.
 - Completed 7 months of internship at Enigma Software Solution understanding usage of developer tools and debugging techniques in web browsers.

Certifications:

- Cybersecurity Foundations, Governance Risk and Compliance (GRC) And Cybersecurity Risk Management Essential Training May 2024
- Oracle Cloud Infrastructure Foundations May 2024
- Introduction to Technical Support by IBM May 2024
- CCNA (200-301) & CCNP (ENCORE- ENARSI) Training June 2023-Sep 2023
- Using Basic Formulas and Functions in Microsoft Excel July 2023
- Warehouse Safety: Hazard and Safety Management July 2023

Education:

- **Foundation University Islamabad** **June 2019-Sep 2023**
BSc. Computer Sciences
- **Pakistan International School Al-Khobar** **Feb 2005-June 2018**
High School Pre-Engineering

Skills:

- Cloud Infrastructure foundations
- GRC and Risk Management
- Advanced Microsoft Excel Data analysis (MS Office)
- Visual Paradigm Software
- Customer IT Support
- Documentation and Reporting
- IP Networking
- Power Tools, Charts & Pivot tables
- Ticketing systems and SLA's

Projects:

- **Augmented reality based Asaysh O Zbaysh (Final Year Project)** **2022-2023**
Asaysh O Zbaysh using Object Oriented Programming, is 3D Model based Android application which filters out search results to provide the most economical and best-rated furniture basing upon the room dimensions and budget desired by the client which can be placed and relocated in their virtual 3D room.