

REHAN RAJA

Curriculum Vitae

Rehan Raja

IT Support Engineer

Skype ID: live:.cid.dba48cc28db5f7dd

Email ID: rehanraja092000@gmail.com

Whatsapp: +923401883458

Phone: +923401883458

Seeking a challenging role in a dynamic environment where innovation and continuous learning are valued, enabling me to contribute strategically from conception through implementation, driving organizational growth and success.

Education:

BS(Hons) CS: (2019-23)	University of Azad Jammu and Kashmir, Muzaffarabad, AJK.
FSc Pre- Engineering: (2017-19)	Model Science College Muzaffarabad, AJK.
Matric: (2015-17)	Shaheen Model School Muzaffarabad, AJK.

Work Experience:

Company: (2023-	Technofied Technologies
Location:	Wah, Pakistan
Position:	IT Support Engineer

Responsibilities:

- **Operating Systems:** Windows, macOS, Linux
- **Networking:** TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi configuration
- **Hardware:** PC/laptop repair, printer troubleshooting, peripheral devices setup
- **Software:** Microsoft Office Suite, antivirus software, remote desktop tools (e.g., TeamViewer, AnyDesk)
- **Ticketing Systems:** Syncro, Itarian, Atera, Zendesk
- **Virtualization:** VMware, Hyper-V
- **Cloud Services:** Microsoft Azure, AWS, Google Cloud Platform
- **Backup Solutions:** Windows Backup
- **Security:** Firewalls, antivirus, malware removal, security protocols
- **RMM tools** like Zoho, Syncro, Itarian, Atera, etc
- Working on different Technologies i.e Google Workspace, Slack Enterprise Grid, Google cloud, Firewalls, Group Policy, Zapier
- Working with different size of infrastructure and different industries
- Lastpass
- Desktop Support
- Remote Support

Soft Skills:

- **Critical thinking:** Decision making skills
- **Positive Attitude:** Creating a positive work environment
- **Learning ability:** Quick learner
- **Communication:** Clear and concise communication with clients and team members
- **Problem-Solving:** Ability to troubleshoot and resolve issues efficiently
- **Customer Service:** Providing excellent support and maintaining a customer-first attitude
- **Time Management:** Prioritizing and managing multiple tasks effectively
- **Team Collaboration:** Working well within a team to achieve common goals
- **Adaptability:** Adjusting to new technologies and processes quickly
- **Attention to Detail:** Ensuring accuracy in diagnosing and resolving issues

Personal Profile:

Name:	Rehan Raja
Date of Birth:	09 August 2000
Languages known:	English, Urdu, Punjabi, Local
Nationality:	Pakistan
Marital Status:	Single