Mir Hamza Taj
Remote IT Support Specialist | Virtual Assistant

Mardan, Pakistan | MirHamzaTaj@gmail.com | +92 333 1164818 | linkedin.com/in/mirhamzataj

PROFESSIONAL SUMMARY

Remote IT Support Specialist and Virtual Assistant with 7+ years of experience supporting multinational and government organizations. Proven ability to resolve incidents within SLA, strengthen cybersecurity compliance, and deliver reliable remote support.

TECHNICAL SKILLS

Remote IT Support, Helpdesk Operations, Hardware & Software Troubleshooting, Windows OS, Incident & SLA Management, Cybersecurity Awareness

ADMINISTRATIVE SKILLS

Virtual Assistance, Customer Support, Email & Calendar Management, Documentation, Process Improvement

TOOLS & PLATFORMS

Microsoft 365, ServiceNow, Freshdesk, Slack, Zoom, RingCentral, Remote Desktop Tools

PROFESSIONAL EXPERIENCE

Philip Morris International — Remote IT Support Specialist (Mar 2023 – Present)
- Resolved 95% of IT support tickets within SLA using ServiceNow and Freshdesk.
- Provided remote troubleshooting for hardware, software, and OS-related issues.
- Reduced onboarding time by 30% through improved documentation and access workflows.
- Ensured cybersecurity best practices and secure user access management.

National Database & Registration Authority (NADRA) — Remote IT Support Specialist (Jan 2022 – Mar 2023)
- Delivered secure technical support for internal systems and remote users.
- Diagnosed and resolved application, access, and system issues efficiently.
- Improved issue resolution turnaround time by 25%.

BellMedEx Medical Billing & RCM Services — Virtual Assistant (Oct 2021 – Jan 2022)
- Provided administrative and virtual support to medical billing operations.
- Managed data entry, documentation, and professional email correspondence.
- Supported daily workflows ensuring accuracy and confidentiality.

Security Industry Regulatory Agency — Virtual Assistant (Mar 2020 – Mar 2021)
- Handled scheduling, records management, and confidential documentation.
- Assisted in streamlining administrative processes for regulatory operations.

IT Artificer — Remote IT Support Specialist (Nov 2018 – Feb 2020)
- Provided desktop and remote IT support to end users.
- Installed, configured, and troubleshot software and operating systems.
- Resolved technical issues while maintaining service quality standards.

EDUCATION

MS Information Technology — Virtual University of Pakistan (2022–2024) | Grade: A
BS Computer Science — Abdul Wali Khan University Mardan (2014–2018) | Grade: A

CERTIFICATIONS

Google IT Support Professional Certificate — Google (2024)
Google Project Management Professional Certificate — Google (2024)
HP IT for Business Success — HP LIFE (2024)
Cisco IT Customer Support Basics — Cisco Networking Academy (2025)
Cisco Operating Systems Basics — Cisco Networking Academy (2025)
Cisco Computer Hardware Basics — Cisco Networking Academy (2025)