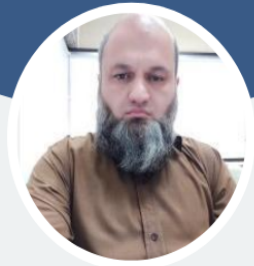










## Qamar Mughal

IT helpdesk support manager



### Personal details

-  Qamar Mughal
-  qamarmug@gmail.com
-  +966569302340
-  Shariyah Sultan, Cross 20,  
Khobar Shumaila, 1648  
31261 Al Khobar
-  June 21, 1977
-  Rawalpindi
-  Yes
-  linkedin.com/in/qamar-mughal-  
72327b44

### Skills

- Visual Basic ●●●●●
- IT support management ●●●●●
- Technical issue resolution ●●●●●
- Network troubleshooting ●●●●●
- Operating systems ●●●●●

### Languages

- English ●●●●●
- Urdu ●●●●●

### Profile

I am writing to express my interest in the position of **PC Helpdesk and Lab Support Administrator** at esteemed organization, as advertised. With a solid background in desktop support, troubleshooting, and lab management, I am confident in my ability to contribute to your IT operations and ensure seamless user support across your systems.

In my previous role as a PC Lab Technical-III at KFUPM, I provided front-line support to staff, faculty and students, handled software and hardware installations, maintained computer labs, and resolved technical issues related to networking, printing, and desktop environments. I am skilled in using ticketing systems, managing user accounts, and ensuring system security and compliance through regular updates and audits.

Key qualifications I bring include:

- Proficiency in Windows, and basic Linux support environments
- Hands-on experience with Active Directory, printer configuration, and imaging tools
- Strong troubleshooting skills with both hardware and software issues
- Effective communication and documentation abilities for resolving and tracking support cases
- A proactive, customer-first approach with an emphasis on timely issue resolution

I am enthusiastic about the opportunity to support your team in maintaining a reliable IT environment and providing excellent user experience. I look forward to discussing how my background and commitment to technical excellence can contribute to your organization's goals.

Thank you for considering my application. I am available for an interview at your earliest convenience and can be reached at 0569302340 or qamarmug@kfupm.edu.sa.

### Education

- Master in Computer Science** Jun 1998 - Jun 2000  
AL-Khair University, Islamabad
  - Advanced knowledge of computer systems architecture and operating systems to diagnose and resolve technical issues efficiently.

### Employment

- IT support coordinator** Oct 2000 - Present  
KFUPM, Dhahran

### Courses

- MS Project** May 2015
  - Managed project timelines and resource allocation using MS Project to ensure timely completion of IT support initiatives.

## Hobbies

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- Reading technology blogs

## Certificates

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PMP

Basic introduction

May 2015

## References

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References available upon request.

## Achievements

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- Led a team of network support technicians to resolve over 95% of IT issues within the first 24 hours.
- Managed network support operations ensuring 99.9% uptime for critical infrastructure.