

# AHMED GOHAR KIYANI

## PROFESSIONAL SUMMARY

Dedicated and results-driven IT Support professional with hands-on experience in providing technical support and troubleshooting hardware and software issues. Currently pursuing a Bachelor of Computer Science at Virtual University (7th Semester), seeking to leverage my technical skills and problem-solving abilities in a dynamic IT Support Officer role.

## CONTACT

Phone: 03491564027

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## WORK EXPERIENCE

**IT Support officer | June 24- continue**

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- Provided technical support for hardware, software, and network-related issues, ensuring minimal downtime.
- - Diagnosed and resolved technical issues for end-users across multiple departments.
- - Installed, configured, and maintained operating systems, applications, and IT equipment.
- - Monitored network performance and implemented solutions to improve efficiency.
- Collaborated with IT teams to develop solutions and document technical procedures.

## ACADEMIC HISTORY

**Virtual University of Pakistan | 2021- continue**

BACHELOR OF COMPUTER SCIENCE

8th semester

## TECHNICAL SKILLS

- Programming Languages: Python, SQL (MySQL), HTML, CSS
- Frontend Development: HTML, CSS
- Backend Development: Python (Django/Flask)
- Databases: MySQL
- Version Control: Git, GitHub
- Data Visualization: Matplotlib, Chart.js
- Networking: LAN/WAN, TCP/IP, VPN, DNS, DHCP

- Software & Tools: PyCharm, VS Code

## **PERSONAL ATTRIBUTES**

- Strong analytical and problem-solving skills
- - Excellent communication and interpersonal abilities
- - Quick learner with the ability to adapt to new technologies

## **REFERENCE**

- Available upon request