

# KAMRAN M NAWAZ

## IT SUPPORT ANALYST

### PERSONAL SUMMARY

Enthusiastic IT & digital marketing specialist eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of online & offline support and training in digital skills.

### CONTACT DETAILS

Mobile: 00966506850026

Address: Jeddah, KSA

E-mail: kami.khokhar33@gmail.com

### ADDITIONAL INFO

Nationality: Pakistani

Driving License: N/A

Sponsorship: Transferrable

### SKILLS

- IT Support
- Digital Marketing
- System Troubleshooting
- Scheduled Upgrades
- Software & Hardware installation & configuration

### LANGUAGES

- Arabic (Advanced)
- English (Advanced)
- Urdu (Native)
- German (Intermediate)

### WORK EXPERIENCE

#### Help-desk Support

*TAT Solution | Jan 2019-Nov 2019*

- Established and maintained productive working relationships with staff to resolve operational difficulties and to promote interdisciplinary, collaborative approach to customer service provision.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Received incoming calls and messages and addressed phone requests.
- Sorted incoming mail and faxes and expedited urgent correspondence for immediate attention.



### CERTIFICATIONS

#### Virtual Universtiy | Pakistan

*2019 - 2020*

- Digital Literacy - IT Support
- Web Development - WordPress
- Digital Marketing
- E-commerce Management & Quickbooks



### EDUCATION

#### Private Coaching | Jeddah

*Advanced Level 2016 - 2017*

- Continuation of education in Mathematics

#### Al Waha International School | Jeddah

*Advanced Level 2012 - 2014*

- Member of Student Council.
- Awarded Science Fair exhibition winner.
- Coursework in Biology, Chemistry & Physics.