



## CONTACT

☎ 0523697930

✉ waleedzafar136@gmail.com

📍 Abu Dhabi, UAE

## EDUCATION

Must university, Pakistan  
2017-2021

- BACHELOR IN COMPUTER SYSTEM ENGINEER

## Visa Status

Employment Visa

## Administative Skills

- Communication Skills
- Customer Service Skills
- Computer and Technology Skills
- Bookkeeping and Financial Skills
- Multitasking and Prioritization
- Confidentiality and problem-solving
- Critical Thinking
- Teamwork and Collaboration
- Customer Relationship Management
- Administrative Support
- Human Resource Support
- Team Work
- Organizational Skills

# WALEED ZAFAR

## Computer system engineer

### Profile

A highly organized and proactive professional with a diverse skill set in IT Support and Office Administration, offering a proven track record of providing excellent technical assistance and ensuring smooth office operations. Adept at troubleshooting and resolving hardware, software, and network issues, while maintaining a high standard of office administration, including scheduling, document management, and customer service. Possesses strong communication and problem-solving abilities to support both internal teams and external clients. Skilled in managing office technologies, maintaining efficient workflows, and assisting with project coordination.

### Work Experience

#### • Office Administration

FEB-2024----JUNE -2024

The Lazar group(TLG), Ajman-United Arab Emirates

- Oversee the day-to-day functioning of the office, ensuring that administrative processes run smoothly.
- Provide support to staff and management, including handling correspondence, preparing documents, and scheduling meetings.
- Manage communication channels, such as phone calls and emails.
- Supervise office staff, including clerical and administrative personnel.
- Maintain filing systems and ensure the proper retention, protection, and disposal of records.
- Manage data entry and other record-keeping tasks.
- Oversee office supplies to ensure resources are available when needed.
- Establish and implement office policies and procedures to maintain order and efficiency.
- Review and update office policies as necessary to reflect changing needs.
- Assist with budget preparation and track expenditures.
- Process invoices and manage accounts payable and receivable.
- Coordinate with building management for office maintenance and repairs.
- Ensure a safe and clean work environment.
- Provide regular office operations reports to management and identify areas for improvement.
- Support the recruitment, onboarding, and training of new employees.

#### • IT Support Engineer

NOV-2021-----DEC-2021

Network Telecommunication Center(NTC)MUST University  
,Mirpur Pakistan

- Maintain, analyse, troubleshoot, and repair computer systems, hardware and computer peripherals
- Maintain, and upgrade or replace hardware and software systems
- Support and maintain user information including rights, security and system groups.
- Maintain Microsoft office 365 administration.
- Installation Hardware ,Software and application.
- Providing training and guidance to end-users on IT tools, applications, and best practices to enhance their productivity and technical proficiency.
- Monitoring and maintaining IT inventory, including hardware and software licenses, and assisting with procurement as needed.

## IT Skills

- Technical Skills
- IT Support
- Troubleshooting and Problem Solving
- Hardware Management
- Help Desk and User Support
- Software Installation and Configuration
- Time Management and Prioritization
- Backup and Recovery Solutions
- MS Office 365 Administration
- Access Control System
- Project Management
- Printer Management System
- Biometric Attendance System
- Network Installation
- security Management
- CCTV Monitoring
- Desktop Support
- Window XP
- Data Backup

## Languages

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- English (Fluent)
- Urdu (Fluent)
- Punjabi (Fluent)
- Hindi (Fluent)

## • IT Support Technician

**JAN-2022----DEC-2022**

Pagels construction chemicals, Faisalabad Pakistan

- Analyse, test, troubleshoot, and evaluate existing network systems, such as local area networks (LAN), wide area networks (WAN), cloud networks, servers, and other data communications networks
- Maintain Inventory data records and documentation of employee's systems and network devices.
- Working on Access Control System (ACS) and employee's attendance administration.
- Knowledge and experience in Data & Telecommunications
- Analyse and maintain the office PABX system, video conferencing system and CCTV monitoring.
- Worked on IT Support, and Desktop Support helpdesk.
- Managing or assisting in IT-related projects such as software deployments, infrastructure upgrades, system migrations, and network expansions.
- Documenting IT processes, system configurations, network diagrams, and troubleshooting procedures for future reference.
- Explaining technical issues to non-technical users in a clear, understandable manner.
- Working effectively with other departments, teams, or external vendors to implement IT solutions or address issues.
- Managing enterprise file-sharing systems, such as Google Drive, Dropbox, or SharePoint, ensuring they are secure and meet business needs.
- Proficiency in tools like Microsoft 365, Slack, Teams, or Zoom, enabling seamless communication and collaboration within teams.