

Mahad Sarwar

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IT Specialist

PROFILE SUMMARY

A competent IT specialist with a comprehensive knowledge of Australian standards, designing, developing and maintaining information systems to provide software, networking, and hardware support to companies of various sizes. Early-career experience of working as an IT Specialist in a small company in Australia with Cloud Technologies.

- Consulting with clients and departments to estimate and resolve IT issue.
- Administering data and network security for departments including system firewalls, antivirus, group policy and email security.
- Coordinating the needs of in-house IT experts and remote employees, vendors, and contractors.
- Installing, configuring, and monitoring wireless network systems.
- Installation and deployment of latest windows and software's such as Microsoft 365.
- Troubleshooting different devices and providing technical support.
- Creating, analyzing, reporting, converting, and transferring data through systems using application software.
- Creating modern websites for clients.

SKILL SET

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|---------------------------------------|--|----------------------------------|
| • Technical Support & Troubleshooting | • MECM/SCCM | • Communication |
| • Online Cloud Storage | • Networks, computers, and peripherals | • Implementing Security |
| • Knowledge of Mac and Windows | • Microsoft 365 products | • Reviewing Diagnostics |
| • SOE | • Programming languages | • Installing hardware & Software |
| • Active directory and policy groups | • Customer Service | • Quality Management |
| • SQL | • Team Mentorship | • Site Safety Management |
| | • Training & Development | |

CAREER REVIEW

Junior Technical Support Specialist | Oct 2019 — Feb 2020
Cloud Technologies, Adelaide, Australia

Responsibilities:

- Investigated and responded to support requests via email, phone, and remote-control software.
- Installed, configured, and managed laptops, phones, printers, and other devices for employees.
- Provided technical support to clients remotely and in-person.
- Helped in maintaining the online cloud storage.
- Maintained and managed client's data using Microsoft Active Directory
- Performed network, software, and hardware troubleshooting to ensure all systems and workstations were operating optimally.
- Configured and managed windows 10 builds using Microsoft MECM/SCCM.
- Conducted onboarding and offboarding, including administering email and user accounts.
- Computer OS/Peripherals troubleshooting.
- Installation and deployment of latest windows and software's such as Microsoft 365.

Projects

Developed a Jitsi Meet Circular Interface | July 2021 — Nov 2021

Tasks:

- Created a circular interface like zoom circles of Jitsi Meet interface.
- Implement alphabetical order for the interface so when user's their videos categorized alphabetically.
- Used React native as the framework with the JavaScript language.
- Used Microsoft Visual studio code as the code editor.

Designed a NT tourism mobile app | March 2022 — July 2022

Tasks:

- Created UX design, prototype, and wireframes for the app.
- Do user testing and improvise the prototype.

Developed a Music App | March 2022 — July 2022

Tasks:

- Created a music using HTML, CSS, and JavaScript.
- Use React as a framework.

Developed a NT Clothing Store Website | March 2022 — July 2022

Tasks:

- Created a dynamic website using HTML, CSS, and Python.
- Use SQL for the database.
- Use Django as a framework.

Developed an IT Business Website (Softy Solutions) | March 2022 — June 2022

- Website created with the state-of-the-art tool WordPress.
- Used variety of modern plugins and themes for the UX design and user experience.
- URL: www.softysolutions.com.au

Developed a Tax Business Website (Softy Solutions) | June 2022 — August 2022

- Website created with the state-of-the-art tool WordPress.
- Used variety of modern plugins and themes for the UX design and user experience.
- URL: www.taxbank.com.au

Certifications

- Google IT Support Professional

ACADEMIC CREDENTIALS

- Diploma of Information Technology from South Australian Institute of Business & Technology, Adelaide, Australia | 2020
- Bachelor of Information Technology from Charles Darwin University, Darwin, Australia | 2022

REFERENCES

Available on request