

Faizan Shoukat

IT Support Specialist | Software Configuration & Technical Troubleshooting

CONTACT:

- 97470597668
- faizan010125@gmail.com
- Al Wakrah, Qatar

SKILLS:

- Technical Troubleshooting
- Software Installation & Deployment
- System Configuration
- IT Support & Operations
- Project Management
- Customer Relationship Management (CRM)
- Point of Sale (POS) Systems
- Inventory Management
- Analytical Problem Solving
- Sales & Negotiation

EDUCATION:

BACHELOR OF COMPUTER SCIENCE

Government Sadiq Egerton College,
Bahawalpur, Pakistan

DIPLOMA OF ASSOCIATE ENGINEER (CIT) – 3 YEARS

Jan 2018 – Jan 2021
Government Technology College,
Bahawalpur, Pakistan

SECONDARY SCHOOL CERTIFICATE

Completed Jan 2018
Government High School 12BC,
Bahawalpur, Pakistan

ABOUT ME:

Languages known: English, Urdu
Nationality: Pakistani

QID: 0629250513

Visa Status: Changeable with NOC

PROFILE:

Results-driven IT Professional and Software Engineer with 7+ years of experience in technical troubleshooting, system configuration, and high-volume customer service. Proven expertise in software installation and project management, combined with a strong background in mobile technology sales and inventory management. Currently pursuing a Bachelor of Computer Science and skilled in delivering innovative technical solutions within fast-paced environments. Highly adaptable team player with proficient English communication skills

EXPERIENCE:

SOFTWARE ENGINEER

Jan 2024 - Dec 2025

Iman Software House | Bahawalpur, Pakistan

- Executed full-cycle system configurations and optimized Windows-based software environments to ensure peak operational performance and security.
- Diagnosed and resolved complex software bugs and hardware compatibility issues, reducing system downtime and improving user workflow efficiency.
- Provided end-to-end technical support and maintained detailed documentation for software installations and system updates to streamline future troubleshooting.

SALESPERSON

Nov 2019 - Dec 2024

Mobiles Store | Bahawalpur, Pakistan

- Provided expert guidance to customers on mobile device specifications and features, aligning product technical capabilities with individual user needs to drive sales growth.
- Optimized stock levels and organized high-impact merchandise displays to enhance product visibility and ensure seamless daily inventory operations.
- Managed high-volume financial transactions using Point-of-Sale (POS) systems, maintaining 100% accuracy in cash handling and daily sales reporting.

IT SUPPORT & OFFICE WORK

Jan 2018 - Sept 2019

UK Supporting | Bahawalpur, Pakistan

- Managed daily IT operations and hardware maintenance to ensure zero downtime for office systems.
- Streamlined administrative processes and data management to improve overall office efficiency.