

Muhammad Bilal Saeed

IT Support Engineer

IT Support Engineer with hands-on experience in technical support and system administration. Skilled in diagnosing and resolving hardware, software, and network issues, along with expertise in Office 365 administration. Strong problem-solving skills with a commitment to optimizing IT operations and user support.

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📍 Khobar, Saudi Arabia (Transferable Iqama)

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🌐 github.com/bilalsaeed12

WORK EXPERIENCE

IT Support Engineer

Attiq ur Rehman Contracting Company(AURCO)

08/2023 - 09/2024

Khobar, KSA

Construction of Temporary Offices and Camp Facilities, O&M Services

Achievements/Tasks

- Independently provided on-site and head office IT support to 150+ employees, resolving hardware, software, and network issues to maximize productivity.
- Managed Office 365 administration, ensuring security, access control, and smooth IT operations.
- Performed daily backups of the ERP system and archived email data of departed employees, ensuring data security and business continuity.
- Tracked IT inventory and ensured accurate asset allocation for efficient resource management.
- Managed attendance and access control devices, servers, and shared folders independently.
- Coordinated with vendors for product evaluations, pricing comparisons, and procurement decisions, ensuring cost effective and efficient solutions.
- Ensured timely payment of internet and phone bills across all sites in collaboration with the finance team.

Associate Software Engineer

CodeNinja Inc.

10/2021 - 11/2022

Lahore, Pakistan

Achievements/Tasks

- Optimized face recognition performance** in a React-Native app, reducing registration time by 50% and verification time by 60%.
- Integrated Firebase Cloud Messaging (FCM)** for push notifications on both iOS and Android platforms.
- Led the deployment** of the iOS version of the app on the Apple App Store.
- Collaborated with the backend team to **integrate new features** into the app.
- Improved user interface (UI)** for a more intuitive and user-friendly experience.

EDUCATION

BS Computer Science

COMSATS University Islamabad

10/2017 - 08/2021

SKILLS

Office 365 Administration

System Administration

Active Directory

Technical Support

Network Troubleshooting

IT Asset Management

SQL

MS Excel

MS Power BI

CERTIFICATES

Microsoft Certified: Power BI Data Analyst Associate (PL-300) (12/2024 - 12/2025)

[PL-300 Certificate Credentials](#)

LANGUAGES

English

Professional Working Proficiency

Urdu

Professional Working Proficiency