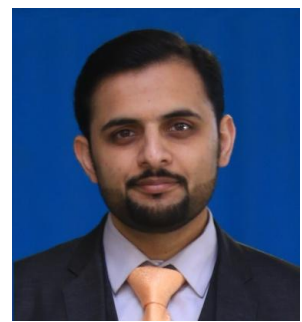


Shahzeb Aurangzaib  
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☎+966559033363



Address: Badiyah Riyadh K.S.A.

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### **CAREER OBJECTIVE.**

I am interested to be a part of a growing organization that offers challenging tasks in a healthy work environment and devoted all efforts to the progress of any Organization with main mission that my services can be useful for the development of organization as a net result supports for Humanity & quality good communication both languages like English and Arabic. Ability to communicate effectively with senior and subordinates, also have excellent presentation skills.

**Desire Jobs:** IT Technical Support (Hardware, Software & Network) related products Sales also.

### **Professional Work Experience (Saudi Arabia)**

#### **1- Moqla Computers Trading (Directorate of Civil Defense in Riyadh Region K.S.A)**

**Workplace: Directorate of Civil Defense in Riyadh Region**

**Designation: IT Support Engineer, October 2019 – November 2025**

#### **Roles & Responsibilities:**

- Install and configure computer systems, laptops, printers, tablets, I pads, switch, routers, extenders, modems & security systems.
- Installing Oracle, |Java.
- Create user and configure user working on active and directory
- Help and support system create the users tickets and resolve the issue.
- Monitor and maintain computer systems and networks.
- Setup new user email accounts.
- Configure user rights for various applications.
- Rapidly establish a good working relationship with other professionals in order to make necessary repairs;
- Test and evaluate new technology
- Implementing, Managing, Monitoring and Troubleshooting Hardware & software
- Installation, Troubleshooting, and Maintenance of windows8, windows10, windows11.
- Install hardware and peripheral components like disk drives, printers, keyboards, and monitors.
- MS office 2016, 2013.2010 & 365 Arabic and English Installation.
- Providing technical support on-site or via phone or email.
- Troubleshoot system, network problems, diagnose, and solve hardware/software faults.
- Replace parts as required; provide support, including procedural, documentation.
- Follow diagrams and written instructions to repair a fault or set up a system.
- Run network applications to support systems and users.
- Support new applications; respond within agreed time limits to call-outs.
- Work continuously on a task until completion (or referral to third parties, if appropriate.
- Priorities and manage several open cases at one time;

#### **2- Alghanim Industries & Group Kuwait (X-cite Electronics –Riyadh K.S.A)**

**Workplace: X-cite Electronics (Branch King Abdullah Road, Riyadh K.S.A)**

**Designation: IT Support Engineer, August 2015 – January 2019**

#### **Roles & Responsibilities:**

- Install and configure computer systems, laptops, printers, mobile phones, tablets, I pads, apple watch, PlayStation, Xbox, Nintendo switch, routers, extenders, modems & security systems.
- .Monitor and maintain computer systems and networks.
- Setup new user email accounts.
- Configure user rights for various applications.
- Troubleshoot system, network problems, diagnose, and solve hardware/software faults.
- Replace parts as required; provide support, including procedural, documentation.
- Follow diagrams and written instructions to repair a fault or set up a system.
- Run network applications to support systems and users.
- Support new applications; respond within agreed time limits to call-outs.
- Work continuously on a task until completion (or referral to third parties, if appropriate).
- Priorities and manage several open cases at one time;
- Rapidly establish a good working relationship with other professionals in order to make necessary repair
- Test and evaluate new technology
- Implementing, Managing, Monitoring and Troubleshooting Hardware & software
- Installation, Troubleshooting, and Maintenance of windows8, windows10.
- Install hardware and peripheral components like disk drives, printers, keyboards, and monitors.
- MS office 2016, 2013.2010 & 365 Arabic and English Installation.
- Providing technical support on-site or via phone or email.

## **Education Basic**

### **SCE CERTIFIED SAUDI COUNCIL OF ENGINEERING**

### **CERTIFIED DIRECTORATE OF CIVIL DEFENSE RIYADH**

### **DIPLOMA (COMPUTER SCIENCE) Professional Skill Sciences Council**

**F.A** Pakistan International school Riyadh (FEDERAL BOARD)

**MATRIC (COMPUTER SCIENCE) Pakistan International school Riyadh (FEDERAL BOARD)**

## **Excellent In:**

- Data-recovery in the dead HDD, formatted disk, delete in the windows
- Handle any problem in Windows 11,10, 8, 7,XP, MAC OS , Server 2016,2012,2008
- Configuring Outlook.
- Ability to continue learning and enjoy being challenged.
- Hardware Chip level
- Software
- Repair all TV & Laptops & Computers & L.C.D screens & Games
- Repair all Mobiles & Tabs & I Pads & Adapters
- **70 % Typing Skill**
- Ability to communicate effectively with senior and subordinates.

I have good experience talk with customers and how to show him our products my Arabic is excellent English flaunt.

## **Additional Detail**

- Date of Birth 04/10/1992 Place of birth (SAUDI ARABIA)
- Religion Islam
- Saudi Driving license Available
- Marital status Married
- Languages Known: English/ Arabic/ Urdu
- Nationality Pakistan
- Iqama Status Transferable Iqama number (2083401535)
- Passport LZ9999632