**[It Infrastructure Data Entry](https://www.postjobfree.com/resume/ad0qtp/it-infrastructure-data-mississauga-on)**

**Location:**Mississauga, ON, Canada

**Posted:**October 31, 2023

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**Resume:**

Muhammad Yahya Khan

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Professional Summary

As an experienced IT Tech Support Analyst, I thrive in configuring networks and championing desktop support. Adept at managing priorities with a positive attitude, I eagerly embrace challenges to achieve team goals. Let's embark on a journey to shape the future of technology together!

Technical Skills

Monitoring and reporting

Networking concepts

CCSK+ / CSA

Performance and

Troubleshooting and problem solving

MS Excel analytics

Power Bi (basic)

Data entry

Security

Hardware and software Repair

customer service

Cloud AWS

Critical Thinking

Documentation

Work Experience

PM Assembler Celestica Inc - Aerospace and Defence

Nov 2022-till date

Demonstrated exceptional attention to detail in assembling intricate aerospace components, resulting in a zero-defect track record and ensuring top-notch product quality.

Trained and mentored new team members, fostering a culture of continuous improvement and knowledge sharing within the assembly team Accomplishment Statement.

Collaborated with engineers and designers to provide valuable feedback on component designs

Accurately enter and update data in the SAP system, including but not limited to inventory, customer information, and financial records.

Jr. IT Tech Support Efu Life

June 2021-Aug 2022

Resolved 95% of IT support tickets within SLA, ensuring timely issue resolution for end-users.

Installation, upgrade, configuration, management, maintenance, and troubleshooting of computers, networks, servers, IT, and office equipment.

Perform service monitoring and reporting, with a focus on risk management and compliance

IT infrastructure planning, management, revision, and continuous improvement.

Systems and network monitoring, identifying growth demands, and proposing improvements/upgrades.

Compliance with Corporate IT Security Policy for secure IT systems and computers.

Server room maintenance, including performing daily checklists and equipment checks.

Actively participate in assigned projects to drive operational and/or IT improvements.

Perform root cause analysis to eliminate reoccurring incidents.

Provide immediate technical support and resolutions for highly complex environments (i.e., shop floor), after business hours, as necessary.

Participate in the creation and reinforcement of standards for Field Services.

Work with cross functional teams in support of project initiatives in defining the IT support scope.

Follow and promote defined ITIL procedures.

Assist with support of network, server, and business infrastructure.

Install technology hardware and software that fulfill project requirements according to standards or requirements.

ERP/SAP Data entry Ihsan Pvt.Ltd Jan 2021- June 2021

Achieved 100% accuracy in data entry, processing 500 records daily, ensuring and reliable data management. Streamlined procedures with keyboard shortcuts and automation tools

Cutting processing time by 20% for enhanced efficiency.

Maintained confidentiality of client and staff personal details by adhering to company regulations and requirements. Ensuring error-free and reliable data management.

Maintain organized records of data entry activities, including any modifications or updates.

Handle sensitive and confidential information with discretion and maintain data security and privacy.

Collaborate with team members to gather and verify data, ensuring completeness and consistency

Education and Certification

Bachelors of Science - Computer Science (BSCS) University of Karachi.

WES Canada degree Evaluated as 4 years Bachelors degree

Certificate of Cloud Security Knowledge - CCSK+

Certificate of Cloud Security Architect – CSA

Certificate of foundation of data Analytics

Certification of Excel analytics by great learning academy

Certification of IPC/WHMA-A-620

2022

2022

In process

In process

In process

2022