Yasir Javaed

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Summary

As an experienced Data/I.T Engineer, I possess a diverse set of skills that have proven successful. I am proficient in utilizing a range of tools and techniques, such as Microsoft Excel, Microsoft Word, and Adobe Acrobat, to effectively create and manage technical documentation. Additionally, I possess strong hardware and software troubleshooting abilities that enable me to identify and resolve problems with computers, laptops, and mobile devices. My expertise helps increase uptime, productivity, and ensures the seamless operation of systems.

Experience

Domestic Customer Service Executive

ibex. Pakistan

Mar 2022 - Oct 2022 (8 months)

Improve customer experience by implementing a comprehensive Data input system that reduced customer escalations by 20% and increased operational efficiency. Through this Data Entry system, I input detailed information about customer interactions, inquiries, and complaints, making it easy to retrieve historical data and provide personalized service for future interactions. By responding promptly and accurately to customer inquiries and complaints, I achieved a First Contact Resolution (FCR) rate of 95%.

ELV / ICT Project Officer

Albwardy Engineering Enterprises Est.

Jan 2016 - Aug 2019 (3 years 8 months)

Successfully plan, execute, and monitor the Hyatt Regency IT project according to the timeline and budget. Created weekly and Monthly project Technical progress reports and Share to Higher Management. Coordinate with vendors and suppliers to ensure that the project has the necessary materials and equipment. Maintain project records to document the project's quality assurance process and ensure that the project meets the required standards.

Senior Computer Operator

Command & Staff College

Mar 2010 - Nov 2015 (5 years 9 months)

Effectively implemented and managed the Optical Fiber Access Network (OFAN), ensuring high-speed and reliable internet connectivity for over 1000+ users as an ISP (Internet Service Provider). Implement, and support end-user database and billing software to ensure regulations related to data privacy, security, and financial reporting. Monitored and managed network and server logs, ensuring the proactive identification and resolution of potential issues. Implemented monitoring tools and strategies to ensure network and server availability, and performed regular system updates and patches to maintain security and performance.

Data Entry Officer

NiFT

Mar 2005 - Mar 2010 (5 years 1 month)

Resourcefully managed the computerized clearing system, for all banks in Pakistan. Ensured accurate and timely Data Entry of financial transactions, resulting in streamlined payment processing and enhanced operational efficiency. Managed the database system, including data entry, data verification, and data maintenance. Generated comprehensive financial reports for banks, providing accurate and up-to-date information for decision-making and regulatory compliance. Implemented a robust backup system, creating daily backups of all databases to ensure data integrity and disaster recovery readiness. Achieved a 100% data recovery rate in case of system failures or data loss, minimizing downtime and ensuring continuity of operations. Maintained excellent communication and reporting with the Area Manager, providing daily and monthly work progress files. Presented key metrics, such as transaction volumes, error rates, and processing times, to demonstrate operational performance and identify areas for improvement.

Data Entry Operator
INNOVATIVE DEVELOPMENT ORGANIZATION
Apr 2004 - Jul 2005 (1 year 4 months)
Demonstrated exceptional data entry skills by accurately inputting and organizing large volumes of data into the database, consistently meeting or exceeding project deadlines. Achieved a data entry accuracy rate of 99.5% to ensure the integrity and reliability of the information. Established and maintained a well-organized system for office record files, enabling quick and easy retrieval of documents. Implemented efficient filing procedures that improved accessibility and reduced search time by 30%. Proactively addressed and resolved computer hardware-related issues, troubleshooting and diagnosing problems to minimize downtime and ensure uninterrupted workflow. Successfully resolved 90% of hardware issues independently, reducing the need for external technical support.

Education

Virtual University of Pakistan
Master of Business Administration (M.B.A), Management Information Systems
Jan 2009 - Dec 2013

University of Balochistan
Bachelor's degree, Sociology & Economics
Jan 2007 - Dec 2008

University of Balochistan
Bachelor's Degree, Mathematics & Economics
Jan 2004 - Dec 2005

Government Degree College
Intermediate in Computer Science, Computer Science
Jan 2002 - Dec 2003

Helpers Public School Quetta
Matriculation, Science
Jan 2000 - Dec 2001

Licenses & Certifications

CCNA v7 Introduction to Networks - Cisco

Introduction to Cyber Security - Cisco

Cyber Security Essential - Cisco

Cisco Get Connected - Cisco

CCNAv7: Bridging - Cisco

Freelancing - DigiSkills.pk
JP9FNYAPQ

E-COMMERCE MANAGEMENT - DigiSkills.pk
J5QYFJYPQ

Skills

Data Management • Microsoft Office • Data Analysis • Office Administration • Project Management •
Microsoft Outlook • Microsoft Excel • Troubleshooting • Computer Networking • Windows Server