# ZAR BIBI

## IT PROFESSIONAL

A dedicated IT & Social Media Professional equipped with technical knowledge and experience to handle a range of IT problems, skilled in troubleshooting hardware and software issues, capable of working with cross-functional teams, providing end-user support, and ensuring optimal system performance. Committed to continuing to learn and staying up-to-date with the latest advancements in the IT field.Skilled in content creation, community engagement and analytics.I am seeking an opportunity to contribute to the success of an organization by leveraging my technical expertise and problem-solving skills.

✉ zarbibi78@gmail.com

📱 +92- 3019445775

🏠 House # 7-70/10 Street 6 Raisani Town Near SBK University Brewery Road Quetta, Balochistan, Pakistan

## AREA OF EXPERTISE

- System Installation & Maintenance
- Hardware & Software Troubleshooting
- Wired/Wireless Networks
- Operating Systems
- Cloud Computing
- Network Configuration
- Hardware Deployment
- Database Management
- GIS & GPS Technologies
- Information Security
- Office Suites
- Microsoft Azure Migration
- Computer Programming
- Box 101 Essentials
- Administrative Tasks
- Field Data Collection
- Communication Skills
- Social Networking
- Training & Development
- Monitoring & Evolution
- Creativity/Flexibility
- Problem Solving
- Canva

## WORK EXPERIENCE

### IT Assistant
**IRC (International Rescue Committee) Quetta, Pakistan**
November- 2022 to July 2023

- Configured and troubleshooted field staff computers, ensured proper functionality, and stored external backups daily to reduce data loss risk. Safeguarded data, software, hardware, and confidentiality through weekly backups.
- Deployed local area network infrastructure, troubleshooted hardware and software, managed systems, and assisted users, created staff outlook .pst files and their back-up on hard drive.
- Created Windows Image, Update BIOS, drivers, firmware, set user accounts and troubleshooted password issues. .
- Configured office 365 for IRC users, upgraded anti-virus software(SOPHOS) and drivers using Lenovo Vantage drivers.
- Managed the office wired/wireless network, troubleshooted daily, managed IRC users, maintained hardware, investigated faults, and performed preventive maintenance.
- Supported helpdesk, ticket resolution, system health checks, troubleshooted hardware and software issues physically and remotely, I also visited outstations in Balochistan for IT-related issues at IRC offices.
- Trained end-users ,addressed computer-related inquiries, maintained list of IT devices, provided support, and performed other duties as directed.

### Data Management Officer
**Micro Merger Pvt Ltd Quetta, Pakistan**
January- 2022 to October 2022

- Performed data entry and verification work on the health related database. entering data, updating, verifying the filed data and ensuring the accuracy and confidentiality of information recorded.
- Ensured that numbers of Tally Sheets in online software/portal are the same as per daily district report given by DLO of districts.
- Performed high-volume data entry using word processing, spreadsheets, company database and other software's.
- Prepared findings reports, visually presented data, and used Canva and other graphical software's for presentations and other duties.
- Managed the computer set provided for data entry and ensure that no intentional damage to hardware or software is incurred while using it.
- Randomly verified that the data entered by DMOs are correct and that in terms of spellings, number of fields or coding and all other aspects of data entry, no mistake has been done also maintained the Log Book in excel of their daily work.
- Implemented data-protection protocols to protect confidentiality, register information, and ensured document and asset safety.

### IT Intern
**Sui Southern Gas Company Quetta, Pakistan**
September- 2021 to October 2021

- Supported the IT manager, provided technical assistance to employees on hardware and software-related issues, installed,configured, and troubleshooted computer systems, hardware, and software, and performed regular back-ups of data.
- Developed graphical infographical presentation for IT manager . Installed computer systems and executed other duties as required.

### Data Entry Operator/Content Management
**AHSAAS Foundation Quetta, Pakistan**
April- 2019 to September 2019

- Maintained information in content management, editorial, and desktop publishing domains, perform grammar checks, and communicate with team members and management on project and procedure issues..
- Utilized Various Professional statistical techniques and managed large databases to collect and analyze data, completed filling, data entry, and copying for the data analyst team.

### Social Organizer
**CAMEOS Consultants Quetta, Pakistan**
Feburary- 2018 to Feburary 2019

- Implemented community mobilization strategies, plans, and activities in collaboration with stakeholders, collecting field data. Contributed to effective monitoring, information, and reporting systems, and developed communication materials for community participation.
- Provided timely data to the Monitoring and Evaluation Section and performed other duties as requested.

### Social Media Manager/Product Seller
**Multi National Company**
March - 2016 to October 2018

- Collaborated with marketing team to create content based on user demand, provided daily feedback, trained sales teams, and established customer retention goals.
- Increased Instagram and Facebook followers, led webinars, coordinated with internal teams, client stakeholders, and global marketing efforts for enterprise companies.
- Assisted senior social media managers to develop and execute social media companies and strategies.
- Monitored social media accounts, responded to customer inquiries, created content, engaged community.

### School Teacher
**Universal High School Hazara Town Quetta, Pakistan**
March - 2013 to December 2015

- Taught different subjects, such as science, computer science, mathematics, and social studies, to students of various classes andremained in touch with their parents for feedback and appraisal.
- Arranged teaching materials, developed lesson plans, conducted assessments of student achievement, and assisted students in improving work techniques and study methods.

## EDUCATION

**Bachelor Science : Computer Science (BS-CS)**          2016-2020
Sardar Bahadur Khan Women University Quetta, Balochistan

**Intermediate of Computer Science (ICS)**          2013-2015
Government Girls Degree College Brewrey Road Quetta, Balochistan

**Advane Diploma in Information Technology (ADIT)**          2020-2021
Muslim Hands Informatics Zarghoon Road Quetta, Balochistan

**Diploma in English Language**          2018-2020
Pentagon English Academy Hazara Town Quetta, Balochistan

## CERTIFICATES

**Introduction To Cyber Security**          **(Cisco Networking Academy)**
**Information Technology Essentials**          **(Cisco Networking Academy)**
**Certificate of Recognition**          **(Shaoor Education Foundation)**
**Prevention of Sexual Harassments and Abuse**          **(UNICEF)**
**Fundamentals of Safeguarding, Personal Safety & Security**          **(International Rescue Committee)**
**Box 101 Essentials & IT Infrasture**          **(International Rescue Committee)**

## LANGUAGES

**English**          **Urdu**          **Persian**

# REFERENCES

**Muhammad Shareef Mengal**
Provincial Coordinator | International Rescue Committee
Muhammad.shareef@rescue.org
+92-3008381686

**Hassan Ahmed Ansari**
IT Officer | Sui Southern Gas Company Limited
hassanaa@suigas.pk
+92-3238213123

**Saqib Zahir**
IT Manager | International Rescue Committee
Saqib.zahir@rescue.org
+92-334891549