

Muhammad Yasir Zaheer



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Objective:

Mr. Zaheer is an energetic, versatile and result driven team player with having diversified experience in information Technology, Software's, Database management and field activities implementation & monitoring and evaluation.

Besides this, Mr. Zaheer have Having 13 Years Job Experience and Completed 16 years Education. Having focused skills in problem identification with delivery of effective and efficient solutions.

Experience:

❖ Cyber Security & Digital Forensics OJT at NCCS-UET Peshawar (Sponsored by NAVTTC)

Location: On site

Duration: [23 May 2023 – till date]



Responsibilities:

- Conduct risk assessments and vulnerability assessments to identify potential security threats and weaknesses.
- Monitor network and system logs for signs of security breaches or unauthorized access.
- Implementing network security procedures for safeguarding all networking systems.
- System administration and network monitoring. Exploring the techniques and tools used by ethical hackers to identify and fix vulnerabilities.
- Configure and install various network devices and services (e.g., routers, switches, firewalls, VPN,)
- Report and investigate IT security incidents, recreating them to identify vulnerabilities.
- Integrate spyware and malware detection into network infrastructures.
- Penetration Testing of web applications & networks

❖ Customer Service Representative CSR level 2 / Verifier [Full Time] at SERVERCENTER LTD Calgary Canada.

Location: Remote Based

Duration: [01 Jan 2022–8 Sep 2022] (8 Months Years' Experience)



Responsibilities:

- Manage large amounts of inbound and outbound calls in a timely manner.
- Identify customers' needs, clarify information, research every issue and provide solutions and or alternatives.
- Resolves product or service problems by clarifying the customer's complaint.
- Opens customer New Opportunity and forward to sales for verification.
- Answering product and service questions and suggesting information about other products and services.
- Acknowledging and resolving customer complaints. Alert the Manager to any problems which could result in delay or difficulties in application processing, and to propose solutions to those problems to enable the team to maintain set standards of customer service.
- Keep records of customer interactions, process customer accounts and file documents.

❖ **EBay & Amazon Virtual Assistant [Full Time] at Martunis LTD, 1 Frederick St, Walsall United Kingdom**



Location: Remote Based

Duration: [April 2018– Nov 2022] (4 .5 Years' Experience)

Responsibilities:

- Order and Inventory Management.
- Making monthly sales reports and Invoices.
- Marketing and Promotion and Image Designing.
- Providing support to Buyers. Like Refund and returns Cases.
- Competitor Analysis and Market Research.
- Promote listings and Revisions of Listings.
- Mark down Prices and accepting profitable offers from buyers.
- Create single, Variations and bulk listings.
- Description writing for products.
- Market Price Research & Managed eBay account through 3d Seller.
- Making SEO ranked Titles using software.
- Updating of Tracking ID Optimize products information to get rank in search on eBay with Tera peak Tool.

❖ **Logistics Officer [Full Time] at KB Entrepreneurs SMC, Pakistan (Pvt.) Ltd**



Location: Peshawar, Pakistan

Duration: [Oct 2018 –Nov 2019] (1 Year Experience)

Responsibilities:

- Ensure that Receiving and checking deliveries to ensure that the correct amount and type of stock is delivered
- Signing delivery notes upon receipt of shipments and support for the purchasing of logistics and other supplies as needed.
- Managing the inventory levels and stock levels that meet customer demands and forecasting future needs
- Periodic verification check of all inventory and submission of report to the Project Coordinator/Operations Manager.
- Responsible for managing the day-to-day operations of the warehouse, including receiving, storing, and shipping goods. Preparing and analyzing reports on logistics operation.
- Keep record of all procurement documents, ensure the supplies and stocks are correctly documented using standard inventory formats.
- To identify and timely report of damaged, slow moving and obsolete items. Regular warehouse physical inventory counts and submits subsequent inventory reports.
- Assisting in the planning and coordination of logistics operations and Monitoring the shipment and delivery of goods to ensure they arrive on time and in good condition.

❖ **District Coordinator [Full Time] at Data Support Center Peshawar, Pakistan (Pvt.) Ltd.**



Location: Peshawar, Pakistan (UNICEF Funded Programmed)

Duration: [Sept 2015 – 31 August 2018] (2 Year 11 Months Experience)

Responsibilities:

- Supervision of overall operations of Data Center and monitor Data Entry and validate correct entry randomly by assigned team and district. Helped donors in monitoring progress of vaccination in field through various weekly and monthly reports. Supervised data management teams in editing, cleaning and analysis of data.
- Profiling of the data to discover inconsistencies and other anomalies in the data, as well as performing data cleansing activities (e.g. removing outliers, missing data interpolation) to improve the data quality.
- Coordination with health department regarding acquiring of data in timely manner and in order. Communicate to senior management through emails regarding project updates and reports.
- Reports generation in software, excel and Google sheet Etc. As per the requirements of stakeholders and Communication with CommNet staff and UNICEF Focal Person for updates of assigned districts
- Organizing, delivering and evaluating reports as per the strategic plan & Identify and eliminate reports errors and Coordination with health department regarding acquiring of data in timely manner and in order.
- Supervision of 60+ employees to achieve teamwork, communication, objective setting and performance appraisals.
- Training of all considerate employees regarding the updates and modification both in software and management operators. Designed capacity building content for DEOs, DVAs and Team Leads.

❖ **IT Technical Support Officer, Dell Mega Plus, Lahore, Pakistan.**



Location: Lahore, Pakistan

Duration: [Jan 2011 - August 2015 (4 Years' 11 Months Experience)]

Responsibilities:

Worked as an IT Technical Support Officer (TSO) for Dell Mega Plus, Lahore Office. Also worked under the same role in the timely delivery and laptop distributions of "Shahbaz Sharif Youth Initiative"1, 20000 Laptops in Punjab.

Maintaining and configuring computer hardware, operating systems and applications. Monitoring computer systems and networks of organization, evaluating new technology and providing support, replacement and maintenance of warranties.

❖ **IT Technical Support Officer, Dell Mega Plus, Peshawar, Pakistan.**



Location: Lahore, Pakistan

Duration: [Dec 2008 – June 2009 (7 Months Experience)]

Worked as an IT Technical Support Officer (TSO) for Dell Mega Plus, Peshawar Office.

Responsibilities:

Maintaining and configuring computer hardware, operating systems and applications. Monitoring computer systems and networks of organization, evaluating new technology and providing support, replacement and maintenance of warranties.

❖ **Customer Relation Officer, ZONG Franchise, Peshawar, Pakistan**

Location: Peshawar, Pakistan

Duration: [Nov 2005 – Oct 2006 (1 Year Experience)]

Responsibilities:

Sim Replacement and Meet all Targets Responsible for meeting CSC assigned sales targets through indoor & outdoor activities, Prepaid, Postpaid, MNP, Handset, Mini load/Scratch Card Responsible for achieving high customer. Satisfaction high quality service delivery Ensure that walk-in customers are served in courteous and efficient manner Quality Services Targets. Responsible for building Customer Relationship and ensure that customer complaints are handle in the given time frame. Complete Understanding of Customer Services Operations.

Certification

- ❖ Cyber Security & Digital Forensics OJT NCCS-UET Peshawar
- ❖ Cybersecurity Essentials Cisco Networking Academy®
- ❖ Ethical Hacking Essentials (EHE) EC-Council.
- ❖ Digital Forensics Essentials (DFE) EC-Council.
- ❖ English Proficiency Certificate Brains Post Graduate College Peshawar.
- ❖ VIRTUALIZATION, CISCO & MCITP ,Brains Post Graduate College Peshawar.
- ❖ Cambridge Certificate IELTS

Education

- ❖ **M.SC (Master of Computer Science), Peshawar University, Peshawar, Pakistan.**
Year of Completion: 2011 to 2013
Completed two year of university study program for Master of Science in computer science.
- ❖ **B.SC (Bachelor of Science), Fazaia Degree College University of Peshawar, Pakistan.**
Year of Completion: 2009 - 2011
Completed two years of college study program for Bachelor of Science.
- ❖ **F.SC Fazaia Degree College, Peshawar Board, Peshawar, Pakistan.**
Year of Completion: 2006 - 2008
Two year of higher school study to get Higher Secondary School Certificate.
- ❖ **SSC Fazaia Degree School, federal board, Peshawar, Pakistan.**
Year of Completion: 1995 – 2005
Ten years of school study to get secondary school certificate.

Computer and Other Skills

- Field Activities Monitoring and Evaluation.
- Data Collection and Data Analysis and Effective Coordination and communication. Time Management
- Windows Operation (Windows, Kali Linux, Red Hat, Ubuntu) .
- Google workspace, Microsoft One Drive and Google Docs & Microsoft Office and Microsoft Teams.
- SEO(Keyword Revealer, SEMrush, AHERFS).
- Technical Support for Laptops and Software trouble shooting.
- Configuring Domain and hosting ,Web Development (Word Press cPanel)
- Website Building & Managing E-Commence Platforms eBay, Amazon, Etsy, Walmart.Shopify.
- Social Media Marketing Facebook, Instagram, Twitter and LinkedIn.
- Penetration Testing