Syed Muhammad Sadruddin

House # 497 Street 10 Sec 8/A Datanagar Orangi Town Karachi

+923128740208 syedsadaruddin65@gmail.com

**OBJECTIVE:**

Looking for a position where I can integrate strategies to develop and expand existing my

skills, company position and media endorsement.

**EDUCATION:**

* Graduation, 5th semester Student, 2017 – present

Bachelors of Computer Science,

Iqra University.

* Intermediate, 2017

Pre-Engineering Group,

Board of Intermediate Education Karachi.

* Matriculate, 2015

Science Group,

Rose House Grammar School.

Board of Secondary Education Karachi.

**TRAINING/CERTIFICATES:**

* Basics of English Language in summers from Domino.
* Basics of C.it in summers from Computer Collegiate.
* Any sort of installation in PC.
* Proficient use in Computer Program.
* Microsoft Office 2014.
* Windows 98/me/XP/7 & 8.
* How know about Html as well.

**EMPLOYEMENT EXPERIENCE:**

Organization “Mansha Brothers” as a Monitoring Support Officer, in CCTV Monitoring

Department at Habib Bank Limited. December 2018- Present

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**RESPONSIBILITIES:**

* Planning and making strategies for given task.
* Communicating information to staff and supervisors in a professional manner.
* I had the pleasure of directly reporting to Kashif Riaz, Manager at Mansha Brothers • Monitoring of all ATM, CDM, CDK and CCDM.
* Working for Monitoring on Smart PSS and DSS client systems.
* Maintain MIS Reports of all complains status on daily, weekly, monthly, quarterly and yearly.
* Identifying, diagnosing the correct issue and also provide First Level support.
* Logging complaints and assigning them to their respective IT Centers for follow-up.
* Sending reminders/reassigning for complaints on requests of users.
* Responsibilities of departmental issues and correspondence with all IT centers regarding any issue in the absence of Supervisor.
* Entertain the official group email, comes under the domain.
* Consult only with HBL staff all over Pakistan.

**PERSONAL DETAILS:**

Residence: Karachi

Date of Birth: 17th April, 1999

Marital Status: Single

Religion: Islam

**References:**

References will be given upon request.

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