



Zia Yousaf

📍 Lahore
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Skills

Data Analysis Skills

Software: SPSS, MS Excel, SQL, Power BI

MS Office

Word, Excel, Powerpoint, Access

Typing

English: 65-70, Urdu: 55-60

Customer Care

Through Phone/Emails/Chats

IT Skills

Networking, Troubleshooting

Administrative Skills

Awards

Appreciation Certificate

Health Department
2020

Received Appreciation Certificate from Secretary Health for performance during Covid duties.

Languages

English

Speaking, Writing, Reading

Urdu

Speaking, Reading, Writing

Punjabi

Speaking, Writing, Reading

Seeking a position in IT sector to utilize my skills, experience and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

Experience

Policy & Strategic Planning Unit

IT Assistant / Computer Personnel

May-2007

June-2022

- Configured hardware and software, set up peripherals such as printers and routers
- Troubleshoot and fixed hardware or software issues
- Assisted in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance
- Accurately documented instances of hardware failure, repair, installation, and removal
- Data Analysis of Different Dashboard of Health Department
- Solving the Department, IT/Networking related issues.

UNITED NATION-IOM

Data Processing Assistant

JUNE 2022

TO DATE

- Register the migrants in the IOM database.
- Maintain daily statistics related to health assessments and update the records.
- QC of DATA
- Customer Care through Emails/Phone Calls
- Perform such other duties as may be assigned.

Education

Virtual University

Computer Science
2.8

September-2021

Master in Computer Science (MCS)

Certifications

CCNA

CISCO

May-2022

- CCNA(ITN): Introduction to Networks
- CCNA(ENSA):Enterprise, Networking, Security, Automation
- CCNA (SRWE): Switching, Routing and Wireless Essentials

CyberOps

CISCO

April-2022

CyberOps Associate Certificate Badge Holder