

ADNAN HUSSAIN SHAH

IT & Administrative Support Officer

Kamalpur · P.O Rehana · Haripur 22600

📞 0342-4206849 | ✉ adnankazmi72@gmail.com

🔗 [linkedin.com/in/adnan-hussain-shah-10a1b3127](https://www.linkedin.com/in/adnan-hussain-shah-10a1b3127)

Professional Summary

Motivated and detail-oriented IT Support professional with strong technical and administrative experience in large-scale infrastructure projects. Skilled in troubleshooting, system administration, and network management across Windows, Linux, and virtualized environments. Dedicated to optimizing performance, security, and user satisfaction.

Technical Skills

Operating Systems: Windows | Linux

Networking: TCP/IP · LAN/WAN · DNS · DHCP · VPN

Software Tools: Microsoft 365 · Google Workspace · Remote Desktop

Support Tools: Helpdesk Ticketing · Backup & Disaster Recovery · System Monitoring

Other: Troubleshooting · Documentation · Data Analysis · User Support

Certifications

- Google IT Support Professional Certificate
 - Operating Systems and You: Becoming a Power User
 - Technical Support Fundamentals
 - The Bits and Bytes of Computer Networking
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Professional Experience

Assistant Administrative Officer (IT Support)

MM Pakistan (Pvt.) Ltd., Suki Kinari Hydro Power Project | Oct 2021 – Present

- Provide IT and administrative support for an 870 MW hydro power project, maintaining network connectivity and data integrity.
- Troubleshoot and resolve hardware, software, and network issues.
- Manage backups, disaster-recovery plans, and documentation.

- Configure and maintain virtual machines (VMware, Hyper-V).
 - Coordinate with clients and contractors for seamless IT operations.
 - Maintain attendance, records, and asset inventories using MS Office & Google Suite.
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Projects / Practical IT Experience

- System Maintenance & Troubleshooting: Supported 20+ users by diagnosing and resolving Windows issues.
 - User & Device Management: Configured systems, installed OS and applications, and managed user accounts.
 - Network Coordination: Monitored LAN connections to ensure stable communication.
 - Backup & Data Handling: Performed regular data backups and ensured secure record management.
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Education

M.S. Computer Science – University of Engineering & Technology, Taxila (2017 – 2021)

B.S. Computer Science – Hazara University (2012 – 2016)

Publications

- *Urdu Handwritten Words Recognition Using Machine Learning*
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Languages

English – Professional | Urdu – Native | Pashto – Elementary

Key Strengths

- Excellent communication and teamwork
- Reliable, organized, and detail-oriented
- Analytical and solution-driven
- Quick learner with passion for IT innovation