

# Muhammad Imran Herl

System Integrator | Technical Support | Customer Support

Rawalpindi, Pakistan  
+92-301-518-1812  
[imranherl@gmail.com](mailto:imranherl@gmail.com)

## EXPERIENCE

### High Tech Innovations LLC, New Jersey/Islamabad

#### Subject Matter Expert - Technical Support

Oct 2019 - PRESENT

- Provided superior customer service to customers by phone and email, consistently striving for first call resolution.
- Assisted customers with issue resolution successfully preventing production stoppage.
- Coordinated with third parties nationwide ensuring customer expectations were maintained concerning delivery times and orders.
- Partnered with internal departments to research and resolve customer issues in a timely manner.
- Provided constructive peer feedback and training as appropriate.
- Implement and enhance backup and recovery procedures.

#### Technical Support Specialist/Team Lead

Feb 2012 - Oct 2019 · 4 yrs 9 mos

- Lead a team of IT professionals providing end user technical support for Windows Desktops and Servers
- *Skills:* Office 365, Strong Communication, Hardware and Software setup and troubleshooting

## OTHER EXPERIENCE

### Misc Organizations, Islamabad/Riyadh

#### Lecturer Computer Science/IT

AUG 2005 - JAN 2012

- Worked in different organizations Computer Science/IT Lecturer in Pakistan and abroad

## SKILLS

Service provision, Communication, Problem solving, Team Management, Staff training and development

Windows Server/Desktop, Active Directory, DNS, DHCP, Exchange Email, Dental PracticeManagement Software, Dental Imaging Software, Backup and Disaster Recovery, Remote Management and Monitoring, CRM Systems

## Trainings

**ISO 27001: Lead Auditor, Windows Server Administrator, SAP, Project Management, Linux Administrator, Azure Administrator, Salesforce Administrator**

## LANGUAGES

English, Urdu, Punjabi

## EDUCATION

### International Islamic University Islamabad

MS Computer Science 2004

B.Sc. (Hons) Comp. Sc. 2001