



Osama Afzal

IT TECHNICAL SUPPORT

Profile

With over two years of experience in providing comprehensive technical support, I am proficient in diagnosing and resolving complex hardware, software, and network issues. My expertise encompasses the management of Active Directory and Exchange environments, ensuring seamless user administration. Dedicated to surpassing customer expectations through exceptional service, I actively collaborate to achieve IT objectives within any organization.

Employment History

IT Technician, Hitachi energy, Brilon

JANUARY 2024 — DECEMBER 2024

- POC for the renovation project for our location, including the complete overhaul of IT infrastructure.
- Acting as the main contact for the mobility team in Germany, managing SIM cards, number issues, and coordinating with Vodafone and Telekom.
- Providing local IT support to ensure the smooth operation of all technological systems at our location.
- Delivering remote IT support/Training to other locations and OSS across Germany, resolving technical issues efficiently.

IT Team Lead, Freshfields Bruckhaus Deringer, Düsseldorf

NOVEMBER 2022 — DECEMBER 2023

- Administer Active Directory and Microsoft Exchange, managing user accounts, mailboxes, and access permissions.
- Diagnose and resolve hardware and software issues for a variety of devices, including PCs, laptops, printers, and mobile devices.
- Led the printer migration project for two sites and oversaw iPhone deployment and network administration at the site.
- Managed IT support for three sites: Cologne, Munster, and Dusseldorf, ensuring seamless operations.
- Served as a team leader, overseeing IT support staff and maintaining critical system access and hardware/software inventories.

Education

Master In Optoelectronics and Photonics, Universität Paderborn, Paderborn

OCTOBER 2019 — PRESENT

Sir Syed University of Engineering and Technology, Karachi

JANUARY 2014 — DECEMBER 2017

Bachelor of Electronics Engineering

Details

Berlin, Germany (willing to relocate)

017655231291

osamaafzal18@gmail.com

Skills

ITSM/ITIL

SCCM/MECM

Microsoft Azure

Active Directory

Linux/Windows/DOS

DHCP/DNS/Firewall

IOS/Android Troubleshooting

Citrix/Virtual Environment

VoIP System

Project Management

Languages

English (Native)

German (Verhandlungssicher)