Altaf Ur Rehman

Technical Support Engineer | IT Support | ERP Implementation & Support | Digital Transformation
📍 **Doha, Qatar**
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Professional Summary

Dynamic and detail-oriented **Technical Support Engineer** with **5+ years of experience** in **system deployment, user training, and technical support**. Proficient in **requirement analysis, system customization, and troubleshooting hardware/software issues**. Expertise in providing **on-site and remote technical support**, ensuring seamless IT operations and efficient help desk management. Strong communicator with the ability to **translate customer needs into actionable tasks for development teams**, driving **effective system modifications and enhanced business performance**.

Work Experience

IT Manager (ERP & Support)

📍 **Ittemad Builders & Developer | Peshawar**
📅 **Jan 2024 – Present**

- Led **system implementation &** Managed **ERP, technical support**, **IT infrastructure and user training**.
- Provided **technical support for hardware, software, and network issues** (on-site & remote).
- Administered **server maintenance**, **network security**, and **cloud solutions**.
- Assist in the implementation and configuration of ERP systems, ensuring smooth integration with existing systems.
- Monitor system performance and resolve technical issues to minimize downtime.
- Collaborate with vendors and internal teams to ensure timely resolution of technical problems.
- Conduct user training sessions to improve system adoption and efficiency.
- Document technical processes and create user manuals for reference.

ERP & Technical Support Specialist

📍 **Creative Garage Pvt Ltd | Islamabad**
📅 **Nov 2021 – Jan 2024**

- Installed, configured, and maintained **ERP systems** for improved business operations.
- Implement & Managed ERP systems and provided IT support for business operations.
- Provided **technical support** to clients for **hardware, software, and network-related issues**.
- Conducted **training sessions** for employees on **ERP usage and IT best practices**.

ERP & Technical Support Engineer

🔑 **Nawab Housing Associates | Peshawar**
🗓 **Jan 2020 – Nov 2021**

- Provided **tier-1 and tier-2 technical support** for ERP and business applications.
- Managed **data backup, recovery solutions, and network troubleshooting**.
- Diagnosed and resolved **hardware and software-related issues** efficiently.

ERP & Technical Support Engineer

🔑 **Mind Gigs | Peshawar**
🗓 **Aug 2019 – Jan 2020**

- Assisted in **system administration, security compliance**, and **hardware troubleshooting**.
- Provided support for **database management and system configurations**.

Education

Bachelor of Computer Science (BSCS)

🔑 **Kohat University of Science and Technology** | **Kohat**
🗓 **Graduated: 2019**

- **Relevant Coursework:** Software Engineering, Database Management, Networking

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Technical Skills

✅ **ERP Systems Knowledge**
✅ **IT Support & Troubleshooting**
✅ **Application Performance Monitoring (APM):** Dynatrace
✅ **ERP Specialist & Support Specialist**
✅ **ERP Administration**
✅ **Database Management**
✅ **System Administration & Networking**
✅ **Windows & Linux Server Management**
✅ **Active Directory & Microsoft 365 Administration**
✅ **Cloud Services**
✅ **Data Backup & Disaster Recovery**
✅ **Firewall & Network Security**

✅ **Technical Documentation & Reporting**
✅ **Remote Support & Ticketing Systems**
✅ **Hardware & Software Troubleshooting**
✅ **Software Installation & Configuration**
✅ **Programming:** HTML, CSS, PHP (Basic), XML, Kotlin
✅ **GPS Tracking & Fleet Management**
✅ **Supervision & Team Leadership**
✅ **Data Entry & Reporting**

Soft Skills

✓ **Problem-Solving & Analytical Thinking**
✓ **Communication & Customer Support**
✓ **Teamwork & Collaboration**
✓ **Adaptability & Quick Learning**
✓ **Time Management & Multitasking**

Languages

- **English:** Professional Proficiency
- **Urdu:** Native Speaker
- **Arabic:** Basic Understanding

Interests

🎯 **Technology & IT Innovations** | 📖 **Reading Technical Blogs** | 🍸 **Sports & Fitness** | ✈️ **Traveling**

Projects & Achievements

- 🏆 led a cloud-based ERP migration, reducing downtime by 40%.
- 🏆 Improved IT service response time by 30% using automated ticketing tools.
- 🏆 Implemented security protocols that enhanced system compliance & data security.
- 🏆 Deployed GPS Tracking & Fleet Management solutions for logistics optimization.