

Shoaib Hayat

CONTACT	Flat 11 Bldg 1146B, Road 4328 Arad 0243, Bahrain	E-mail: shoaibhayat292@gmail.com Phone: 33759328-32263158
EDUCATION	SSC (Secondary School Certificate) Pakistan Urdu School & College, Bahrain (Grade B+)	August 2006 — April 2008
	HSSC (Higher Secondary School Certificate) Pakistan Urdu School & College, Bahrain (Grade A+)	August 2008 — April 2010
	Bsc. In Accounting University of Bahrain, Sakheer (CGPA 3.39 out of 4.00, equivalent to 84.75%)	Sept 2010 — Sept 2014
WORK EXPERIENCE	GALLURE W.L.L Worked as supporting member in an event management company.	Jan 2011 — Jan 2014
	Al Jazeera supermarkets and co. Worked as an intern. <i>Tasks performed at internship</i> <ol style="list-style-type: none">1. Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.2. Ad hoc accounting and administrative duties as assigned by the Manager.3. Support general administrative duties.	July 2014 — Sep 2014
	Access Accounting Information and consultancy Worked as an Assistant Accountant <i>Key responsibilities</i> <ol style="list-style-type: none">1. Assisting HR and Payroll activities.2. Arranging shifts and preparing schedules in Time Attendance module.3. Maintaining customer support.4. Creating different workflow, security and sales setup .	Jan 2015 — July 2015
	Do & Co. (Formula 1 Bahrain EVENT) Hospitality Staff <ol style="list-style-type: none">1. Managing catering staff.2. Managing serving time modules.3. Royal guests attendant.	2011-2015-2017
	Axis Informatics Design Marketing Executive/ Financial Controller <ol style="list-style-type: none">1. Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.	Feb 2016 — Dec. 2017

2. Administered online banking functions.
3. Fixing Customer issues related to IT.
4. Fixing and Installation of security systems.
5. Arranging meetings and preparing schedules.
6. Social media marketing (posting through sponsored ads.)
7. Tele-sales marketing and outdoor marketing.

Baraka Al Hayat Trading

Jan 2018 — Dec 2019

Accountant/ Supervisor

Electricity & Water Authority
Kingdom of Bahrain

Feb 2020 — Present

Computer Management System and Support (IT Help Desk Technician)

Job Responsibility:

- Help desk staff located at EWA must assume the following key roles and responsibilities.
- Receive incident reports and service requests from user
- Serving as the first point of contact from all Department for IT Related Query & Issues
- Attending Call Directly for Any Query of IT Related Issue from All Department.
- Responding to Incident reports and service request queries from users via Telephone, email, or portal.
- Incident and any service request recording by ITSM Tools.
- First level general troubleshooting of all types of PC, Laptop, Printer, peripherals and printer.
- If the incident requires escalation to level 2/3 support, the help desk staff creates a work order on service desk and assign it to the appropriate level 2/3 support group
- Monitoring/Escalation of the system alert
- Daily operation checks for data center
- Providing technical IT Support
- Training other staff members on troubleshooting and diagnosing problems
- Writing, editing, and revising training manuals for new and updated software and hardware
- Providing technical assistance for questions and problems
- Resolving problems with networks and other computer systems
- Diagnosing system errors and other issues
- Following up with Staff to ensure full resolution of issues
- Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods
- Running reports to analyze common complaints and problems
- Installing or changing software to fix issues
- Remotely accessing hardware or software for clients to make changes and fix problems
- Notify users about major system/networking outage. In case outage notification templates is filled by IT operation or application teams then by the service desk staff to the appropriate distribution list.
- Make use of help-desk system (Track IT, Remedy help desktop support) for work-load prioritization and update work order.
- Handling ITSM and Support User by SCCM, SCSM.

QUALIFICATIONS

- Certificates in different competitions during school life.
- Certificates in sports.
- Creative memory & mind management work shop (2nd July 2010 – 6th July 2010).
- Representing Cricket Bahrain Association at Asian Cricket Council (From 2009).

Computer skills:

- **Packages:** Microsoft Office (Word, Excel, PowerPoint, Access): : MS Office-

2003/2007/2010/2016/365

- **Technologies:** Tally ERP. 9 Software System.
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- CCTV & IP CCTV Systems
- PabX Systems.
- Bio-Metric Access Control
- CCTV Installation& Hardware (CCTV)
- Operating Systems Package : Windows (98, Me, 2000, XP, Vista, 7, Win 10, 2003/2012 Server)
- Internet surfing.
- Sending mails & others.

CAREER
OBJECTIVES

An Accounting graduate with a BSC. honors degree in accounting from University of Bahrain, looking to work in a challenging environment where I can prove to be a valuable asset to the organization and its profitability.

INTERESTS

- Cost Accounting.
- Reading Financial Statements and Understand IFRS standards.
- Virtual Gaming.
- Sports

PERSONAL
INFORMATION

- Date of Birth: 2nd February 1992
- CPR Number: 920210287
- Nationality: Pakistani
- Marital status: Single, Male
- Driving License: Valid

PERSONAL
SKILLS

- Positive attitude.
- Flexible and quick thinking.
- To be well-organized and thorough, even under pressure.
- Communication and listening skills.
- Ability to work independently without much supervision

REFERENCES

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.