Contact

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Education

BCs
F.A
S.S.C

Certifications

ITSM Problem Management
ITSM Change Management
ITSM Incident Management
ITIL
Service Now Administration
Cyber Security at Work
IT Support for Hybrid Workforce
IT Service Desk Management
Supporting Workers with Disabilities
Pager Duty Management

Bilal Ahmad

Problem Manager



I am an adaptable and well-organized professional who is quick to learn new skills. I can show initiative in solving problems and have worked independently or as part of a team. I have strong project management and IT skills, combined with a flexible attitude to task management. I get on well with people at all levels and easily establish good working relationships.

I spent my teenage years coming to terms with my disability and developing my ways of coping and solving problems. I believe that this attitude has contributed to my positive approach to life, an attitude that I have been able to bring to my various job roles.

Experience

IT Service Management Specialist
S&P GLOBAL Islamabad
10th April 2023 to date

As team member in Problem Management, the primary goal of my is to prevent incidents from occurring, and if incidents do occur, prevent them from occurring again. It is achieved by quickly detecting and providing solutions or workarounds to Problems to minimize the impact on the organization and prevent a recurrence also attempts to find the error in the IT infrastructure that is causing the problem and contributing to the Incidents that users may have. Working on Pro Active & Re Active problems.

Internship as Data Analyst / Research
S&P GLOBAL Islamabad
19th December 2022 to 10th April 2023

As an Interne, I handle different kinds of financial data and enter it into the software to generate desired results for the clients. Collect the data from the database then read it and enter it into the software. Currently working on employee pensions of different companies based in the USA / CANDA.

Admin Officer (Civ/Clerk)
Army Public School DSG Center
15th April 2015 to 30th September 2018

Skills

Problem Management
Incident Management
Change Management
System Administration
IT Operations & Management
Accounts Management
Office Administration
Service Desk Management
Service Now Administration
Banking / ATM Management
Data Analysis
Website Design & Development
E-Commerce
Microsoft 365
Microsoft Intune

Languages

English (Flaunt)
Urdu (Flaunt)

I was providing services to APS in managing their systems and database system and other day to day.
Problem-solving. During my stay, I update all old systems and other equipment with the latest equipment.

As Admin Officer I Computerized all the Students records before it the whole work is manually done and manage in day to day corresponding with RC office and D.S.G Centre, Prepare the Fee of Students, School Leaving Certificates, Pay of Staff and other matters, Maintain Account Summary, School Fee Defaulters, All these tasks complete using the computer software to minimize the duration of work and error in calculation. Migrate all the Student Data and Fee Collection to database and other financial data of Admin Office.

Website Designer (Remote)
TnZ International USA
01st January 2021 to 30th June 2021

As a WordPress developer, I work on different WordPress projects and complete the given tasks given by the administration. I design responsive WordPress websites using Elementor page builders.
As a junior data analyst, I work with a team to create the visuals for reports and dashboards (Financial / HR and other data) using Power Bi.

Office & Database Administrator
City Medicine & Health Care
16th June 2021 to 31st December 2021

I am responsible for entering all stock invoices in the software database, entering sales & purchase of medicine and other items. Keep the record of suppliers & vendors and their payments. Reconcile ledgers with accounts. Generate different kinds of reports. Manage all the employee's records in the database, like their salaries, leave, advance loans. Add / Remove employee's data in the database.

Update all the records, at the month-end prepare a balance sheet for profit & loss.

Website Developer
CODONIST Software House (Remote)
01st December 2021 to 30th June 2022

I am responsible for designing fully responsive websites in WordPress using page builders Like Elementor, Webflow, Wix. Furthermore, I can add data to simple websites & e-

commerce websites. Update themes & plugins running websites and new websites, take back of whole websites database. Design new templates. Migrate websites to one domain from other domains.

Website Developer
Techcript Software House (Remote)
01st March 2022 to 30th November 2022

I am responsible for designing fully responsive websites in WordPress using page builders Like Elementor, Webflow, Divi, Oxygen. Furthermore, I can add data to simple websites & e-commerce websites. Update themes & plugins running websites and new websites, take back of whole websites database. Design new templates. Migrate websites to one domain from other domains.

Till date I completed Five projects. Four in WordPress / Elementor & One in Wix.

1. Pet Grooming WordPress / Elementor
2. Pet Training WordPress / Elementor
3. Derajaat WordPress / Elementor
4. ApniDawai WordPress / Elementor
5. Bio Science Wix

System / ATM Administrator (OG-III)
The Bank of Khyber Islamabad Branch
22nd November 2007 to 31st March 2015

I was providing services to The Bank of Khyber in managing their system's an ATM, Windows domain, UBank+(Banking Software), managing database, maintain the server-side activities, Trouble Shooting the client-side machines and ATM(machine and software), Work in cash department and account opening and cheque book issuance. Malik Exchange software, Forex software and other banking software and fulfil the giving task/project by Manager. Reporting weekly/monthly at branch level and to IT Division.

ATM reporting monthly/quarterly to State Bank of Pakistan, ATM card and PIN code issuance, cash balancing and troubleshooting the machine. Vendor management during installations and updating systems and ATM. Communicate with different vendors for purchasing and maintenance of ATM, UPS and other hardware used in the IT Department.

