



AZAD AHMAD BHAT

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OBJECTIVE

Self-motivated and organized professional seeking a permanent position in a growth-oriented organization where I can continue learning, enhance my skills, and contribute by guiding and supporting others. Committed to continuous improvement, team collaboration, and delivering value through both personal development and shared knowledge.

SKILLS

- IT Infrastructure Management
- System Administration (Windows/Linux/Unix)
- Network Architecture & Troubleshooting
- Server Management (On-prem & Cloud)
- ITIL Framework & Service Delivery
- Data Backup & Disaster Recovery
- Cybersecurity & Risk Management
- Hardware & Software Support
- Helpdesk & End-User Support
- Virtualization (VMware, Hyper-V)
- Cloud Platforms (AWS, Azure, Google Cloud)
- Remote Desktop Support & Tools (e.g., TeamViewer, AnyDesk)
- Technical Support & Troubleshooting
- Incident, Problem & Change Management
- SLA Management
- IT Asset & Inventory Management
- Ticketing Systems (e.g., ServiceNow, Zendesk, Freshdesk)
- Patch Management
- Documentation & Knowledge Base Creation
- IT Strategy & Roadmap Planning
- Team Leadership & Staff Mentoring
- Vendor & Stakeholder Management
- Budgeting & Cost Optimization
- Project Management (Agile/Waterfall)
- Cross-functional Collaboration
- Process Improvement & Automation

EXPERIENCE

Wecomhotel By ITC Hotels, Pine N Peak Pahalgam

01/05/2024 - Present

Executive IT & Support Systems

Provide first and second-level technical support for hardware, software, and network-related issues.

Install, configure, and maintain desktop/laptop systems, printers, scanners, and mobile devices.

Set up and manage user accounts, access rights, and group policies in Active Directory or equivalent systems.

Assist with onboarding/offboarding processes, including IT equipment provisioning and system access.

To manage, maintain and support the organization's IT infrastructure and systems.

Ensuring smooth day to day IT operations, providing user support and contribution to the implementation and improvement of IT systems and processes.

Monitor and support network health (LAN, WAN, VPN, Wi-Fi).

Assistance with cyber security initiatives, antivirus management and data protection measures.

User training and support.

System Administration.

Handling CCTvs Configurations and installation.

Door lock configurations.

Microsense Networks Pvt Ltd , Delhi, India

18/03/2023 - 30/04/2024

- Helpdesk Engineer
- Respond to incoming support requests via phone, email, ticketing system, or in-person. Diagnose and resolve hardware, software, and network issues on desktops, laptops, printers, and other IT equipment. Install, configure, and maintain operating systems, software applications, and security tools. Escalate unresolved issues to higher-level support (L2/L3) or vendors when necessary. Monitor and manage IT support tickets, ensuring timely resolution and proper documentation. Maintain inventory of IT assets and assist with asset management tasks. Provide technical support for remote users via VPN, remote desktop, or collaboration tools. Assist with user onboarding and offboarding (e.g., account creation, device setup). Document technical procedures, FAQs, and troubleshooting steps for the knowledge base. Participate in system updates, rollouts, and other IT projects as needed.

Hamadan I. T College, Seer Hamadan Anantnag J&K India

01/01/2022 - 31/12/2022

- Computer Instructor
- Delivered lectures and hands-on lab sessions in topics such as MS Office, C, C++, Python to undergraduate students.
- Developed lesson plans, course materials, and assessments in line with academic standards.
- Guided students in project work, providing technical and conceptual support.
- Assisted in maintaining computer lab equipment and software installations.
- Provided individual academic support and feedback during office hours. Curriculum Development. Lesson Planning & Delivery. Classroom Management, Online & Offline Teaching, Student Assessment & Progress Tracking, One-on-One & Group

Training & User Education

Strong Analytical & Problem-Solving Skills
Excellent Communication & Interpersonal Skills
Time Management & Prioritization
Adaptability & Continuous Learning
Conflict Resolution
Customer-Focused Approach
Self-Organized & Proactive
Microsoft Office (Word, Excel, PowerPoint)
Basic Programming (e.g., Python, C/C++)
Web Development Basics (HTML, CSS, JavaScript)
Operating Systems (Windows, Linux basics)
Troubleshooting Hardware & Software Issues
Typing Skills & Speed
Computer Networking Fundamentals
Internet & Email Usage
Basic Graphic Design (e.g., Canva, Photoshop)
Lesson Planning & Curriculum Development
Classroom Management
Individual & Group Instruction
Student Assessment & Progress Tracking
Simplifying Technical Concepts
Hands-on Lab Training
E-Learning Tools (Zoom, Google Classroom, etc.)
Strong Verbal & Written Communication
Patience & Empathy
Time Management
Problem-Solving
Adaptability
Attention to Detail
Team Collaboration
Student Engagement Techniques
Database concepts (SQL, MS Access)
Digital Literacy Training
Spoken English or Communication Skills
Coaching

REFERENCE

**Ishfaq Ahmad Bhat - Faculty,
IT Department**
BlueCrest University, Liberia
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INTERESTS

Listening Music
Surfing Internet
Tracking

LANGUAGE

English
Hindi
Kashmiri

Instruction, Practical & Theory Blending, Creating Educational Content, Engaging & Motivating Learners, Adapting Lessons for Mixed Skill Levels.

INNOTECH Computer Institute, Srigufwara, J&K, India

01/04/2020 -
30/11/2021

Computer Teacher

Taught computer fundamentals, internet usage, and office productivity tools (MS Word, Excel, PowerPoint) to students. Designed lesson plans, worksheets, and interactive presentations to enhance student engagement. Conducted regular assessments and provided feedback to support individual student progress. Maintained and updated computer lab equipment and ensured smooth functioning of software and systems. Organized digital literacy workshops, IT clubs, or tech competitions to build student interest. Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook). Advanced Excel (Formulas, Pivot Tables, VLOOKUP). MS Word (Formatting, Templates, Mail Merge). PowerPoint (Professional Presentations, Animations). Delivered hands-on training in MS Office applications, focusing on Word, Excel, and PowerPoint for students and professionals. Taught students to use formulas, charts, and data tools in Excel. Guided students in creating resumes, letters, and project reports in MS Word. Helped students design professional presentations using PowerPoint themes and transitions.

EDUCATION

Islamic University of Science and Technology 2019
Awantipora Pulwama J&K India

Masters in Computer Applications
67%

Kashmir University, Srinagar J&K India 2015

BCA
55%

J&K Board of School Education, Srinagar J&K India 2010

Medical Stream
65%

J&K Board of School Education, Srinagar, India 2008

10th
71%

PROJECTS

Fruit Mandi App

Developed Fruit Mandi App in which user can view the online bidding of their fruits. User can also check the live rates, information about their consignments etc.

Signature:



Azad Ahmad Bhat