

Minhaj Arefin

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SUMMARY

- Extensive experience in repairing, testing, installing & maintaining a wide range of hardware, software and peripherals.
- Website Designer and Developer working as freelancer on front-end and back-end development.
- Excellent analytical, organizational and problem-solving skills with an attention to detail.
- Good communication, negotiation and presentation skills.
- Dedicated, success driven, energetic, proven fast learner, team-oriented individual with excellent work ethic.

PROFESSIONAL EXPERIENCE

Team Lead, Computer Refurbishing Department

TechReset (OEM Corporation), November 2020 – Present

- Build, train and manage a team of technicians to complete refurbishing of desktops, laptops and tablets etc.
- Increased productivity by 25% reduced processing time by applying new procedures, implementing various software maximizing the productivity with minimal defect in units.
- Track inventory and ensure the proper accountability of each component and parts, out-sourced parts in the most cost-effective manner from verified vendors.
- Reduce customer returns to be below 5% of all sales by Implementing end to end quality check process to ensure maximum customer satisfaction at a reasonable and justified cost.
- Assess functionality of assorted laptops, computers and its components, conduct repairs as required.
- Maintain regular reports of all refurbishing and repair activities.
- Provide technical support to users, deal with complaints and issues.
- Supervise daily processing of orders workflow in its entirety with maximum quality and efficiency.

Senior IT Technician

Alta E-Solutions, January 2020 – November 2020

- Perform high standard refurbishing for all laptops, computers for best performance.
- Assess functionality of assorted laptops, computers and its components, conduct repairs as required.
- Maintain regular documentation of all refurbishing and repair activities.
- Assist with other departmental tasks as required.
- Complete work orders test and audit computers, servers and laptops.
- Trained interns and hires on regular basis to work as technicians.

Website Developer and Consultant

ElectronicPublications.org Ltd, Online, www.electronicpublications.org, January 2012 – Present

- Frontend and backend development re-designed and implement websites interface and CMS admin tools.
- Responsive design with Bootstrap, new Logo Design, enhanced User Interface for better user experience.
- Successfully removed depreciated coding updating from PHP 3 to PHP 5 and then to PHP 7.
- Implemented IP address based access system for institutes.
- Website design and maintenance.
- Upload new issues and volumes to online journals.
- Tested and ensured code on major browsers.

IT Specialist and Operations Manager

Printer Ready Corporation, February 2019 – April 2019

- Perform high standard refurbishing for all laptops, computers for best performance.
- Increased productivity by 30% reduced processing time by applying new procedures maximizing the output.
- Implemented quality and efficiency by creating and effective workflow.
- Developed a new training program for several employees on repairing techniques.
- Created inventory database and managed products in CRM system.
- Assess functionality of assorted laptops, computers and its components, conduct repairs as required.
- Maintain regular documentation of all refurbishing and repair activities.
- Assist with other departmental tasks as required.
- Website administrator maintain product listings on Amazon, eBay, and Magento.
- Refurbish printers, scanners and copiers.
- Provide technical support to users, deal with complaints and issues.

IT Help Desk Specialist

CDI Computer Dealers Inc., October 2015 – December 2018

- Implemented techniques for Screen Replacement of iPads, iPhones, Surface and other tablets.
- Increased productivity by 40% by applying new method to enroll chromebook and chromebox.
- Introduced cheaper method to repair Surface Pro in-house instead of costly repairs from outside.
- Provide advice and training to users in response to identified difficulties.
- Troubleshoot and repair, software, hardware, driver-conflict, install, configure/maintain, and upgrade hardware/software and registry-level related problems of desktop computers, laptops, notebooks, tablets, ultrabooks, chromebooks and various components.
- Setup, deploy and maintain network workstations, peripherals and provide support to end-user computing devices, PCs, Laptops, Tablets and Printers etc.
- Working as an integral member of the leadership team, complete work orders test and audit computers, servers and laptops.
- Simultaneously work on several units at a time.
- Extensive work on Chromebooks (Lenovo, HP, Dell, Acer, edugear).
- Prepared RMA for repaired devices communicating with vendors.

Website Designer & Developer

Maple Tree Medical Centre, Online, www.mapletreemedical.ca, May 2018

- Website design on Squarespace, then custom designed and developed based on company requirement.
- Responsive Website design, Logo Design, User Interface and Maintenance.

Website Designer & Developer

Siavo Limited, Online, www.siavolimited.ca, October 2016

- Website design and development on Zoho.
- A small-scale online presence of their interior design and investment business.
- Logo Design and Letterhead.

Website Design & Developer

Computer Care, Online, www.computercarepk.tk, 2011 - 2012

- Design, implement, and manage website.
- Responsive Website design, Logo Design, User Interface and Maintenance.
- Remove virus, adware, malware, and spyware.
- Evaluate technical issues and perform on-site repairs.

Technical Skills

- Windows, Chrome OS, DOS, Linux, Ubuntu, macOS, IOS, Android.
- MS Office, MS FrontPage, MS SharePoint Designer, Adobe Acrobat, Adobe Reader, Adobe InDesign, Adobe Photoshop, Adobe Illustrator, MS Internet Explorer, Mozilla Firefox, Google Chrome.
- HTML, PHP, JavaScript, CSS3, MySQL, GitHub, Bootstrap, Magento.
- Software, Hardware, Driver-conflict, Internet, Registry.
- LAN, WAN, WIFI, AdHoc, Routers, Switches, Firewalls, Printer and Folder sharing, File Transfer.
- Testing & Troubleshooting.
- Software & Hardware configuration & installation.
- System assembly and disassembly.
- Data recovery.

EDUCATION

- Bachelor of Commerce - University of Karachi.
- Diploma in Computer Maintenance - Technomen Institute of Computer.
- Intermediate in Commerce - Government Degree College.
- TSC in Radio & Electronics - Hayat-UI-Islam Public School.

Online Courses

- TOTAL: CompTIA A+ Certification (220-1001 & 220-1002).
- CompTIA IT Fundamentals ITF+ (FCO-U61).
- Practical PHP, Master the basics and code dynamic websites.
- The complete web developer boot camp.
- Learn HTML & CSS, How to start your web development career.
- Web development by doing, HTML / CSS from scratch.
- Learn PHP fundamentals from scratch.
- Learn database design with MYSQL.
- Ultimate web designer and web developer course.
- Bootstrap 4 Quick Start: Code Modern Responsive Websites.
- UX & Web Design Master Course: Strategy, Design, Development.