



FAIZAN AHMAD

Microsoft Instructor

EXECUTIVE PROFILE

With 7 years' experience, Faizan excels as a skilled trainer, expertly managing resources for streamlined issue resolution. Leveraging platforms like ServiceNow, he ensures smooth tracking, thorough analysis, and swift solutions. He excels in end-user support, offering strategic solutions for software challenges, password resets, account reactivation, and subscriptions. His impactful insights enhance communication and decision-making, solidifying service desk credibility. As a collaborative virtuoso, Faizan shapes optimal training interventions spotlighting Microsoft products.

PROFESSIONAL EXPERIENCE

- Computer Hardware and Training
- MCITP
- Microsoft Certification Managing and Maintaining a Microsoft Windows Server 2003 Environment
- MCSA

AREAS OF EXPERTISE

- Software support Issue Resolution
- User assistance
- Microsoft Active Directory

CERTIFICATIONS

- Computer Hardware and Training
- MCITP
- Microsoft Certification Managing and Maintaining a Microsoft Windows Server 2003 Environment
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