Engr. Bilal Ahmad *Computer Systems Engineer*

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in linkedin.com/in/engrbilalahmad123   🔗 https://bilalahmadportfolio.com/

🚩 Valid Working Visa

My Portfolio

🪪 About me

I am Bilal Ahmad, a Computer Systems Engineer with over 4 years of experience in web development, digital marketing, and technical support. Certified by Google and Microsoft, I excel in IT, e-commerce, project management, and networking. Proficient in tools like Salesforce, HubSpot, and Wireshark, I bring a blend of technical expertise and leadership to deliver innovative, impactful solutions while staying ahead of emerging technologies.

💼 Professional Experience

Sales and Marketing Specialist   Apr 2019 — May 2022
Engineer Nursery Farms   Mardan, Pakistan
- Developed and executed successful social media campaigns increasing brand awareness, engagement and sales by 30% annually.
- Leveraged social media analytics to optimize content performance and drive targeted audience growth.
- Proficient in crafting compelling social media content that resonates with diverse audiences and boosts brand loyalty.
- Expertise in paid social media advertising to maximize ROI and achieve campaign goals.

Web Developer   May 2022 — Jun 2023
Khyber Coded   Peshawar, Pakistan
- Built high-converting e-commerce stores using WordPress, Elementor Pro, and WooCommerce.
- Designed visually stunning websites with Elementor Pro, optimizing for SEO and user experience.
- Implemented SEO strategies to boost organic traffic and improve website rankings.
- Proficient in HTML, CSS, and JavaScript for dynamic website development.

Technical Support Specialist   Aug 2023 — Oct 2023
StormFiber   Peshawar, Pakistan
- Resolved customer issues related to networking, billing, and connectivity, ensuring high satisfaction and minimal downtime.
- Managed middleware software and CRM systems to streamline account handling and troubleshoot service delivery problems.
- Collaborated with cross-functional teams to address technical challenges and optimize service performance.

🎓 Education

University of Engineering and Technology   Mar 2023 — present
Master's in Secure Cyber Physical Systems   Peshawar, Pakistan

University of Engineering and Technology   Sep 2018 — Aug 2022
Bachelor's of Computer Systems Engineering   Peshawar, Pakistan

🧠 Skills

- Customer Service
- System Administration
- IT Support
- Artificial Intelligence (AI)
- Google Workspace
- Web 3.0
- Budgeting And Procurement
- Project Management
- Stakeholder Management
- Multitasking
- Display Advertising
- Marketing
- Search Engine Optimization (SEO)
- A/B testing
- HTML and CSS
- Video Management Software (VMS)
- Safety
- Accident Investigation and Reporting
- Occupational Health
- Public Speaking
- Teamwork and Collaboration
- Decision-Making
- Computer Networking
- Computer Security
- Blockchain
- System Administration
- Microsoft Office
- Troubleshooting
- Effective Communication
- Project Scoping And Planning
- Work Management Tools
- Task Prioritization
- E-Commerce
- Marketing Analytics
- Social Media Marketing
- Content Marketing
- UI/UX Design
- CCTV System Integration
- Risk Assessment and Management
- Emergency Preparedness
- Environmental Sustainability
- Negotiation
- Strategic Thinking
- Analytical Reasoning
- Operating Systems
- Active Directory
- Quantum Computing
- IT Infrastructure Services
- Internet of Things (IOT)
- Agile and Scrum Knowledge
- Process Improvement
- Risk Management
- Planning and Scheduling
- Hybrid Project Management
- Email Marketing
- Search Engine Marketing (SEM)
- Copywriting and Storytelling
- WordPress Web Development
- Camera Installation and Configuration
- CCTV Remote Monitoring
- Hazard Identification and Control
- Health and Safety Training and Communication
- Active Listening
- Conflict Resolution
- Time Management

🎖 Awards

Stoori Da Pukhtunkhwa   Jul 2017
Board of Intermediate and Secondary Education Malakand,
KPK, Pakistan
The Stoori Da Pukhtunkhwa Scholarship honors the top 20 government school students in Khyber Pakhtunkhwa for outstanding board exam performance.

📑 Projects & Certificates

Google IT Support Professional Certificate

Agile Professional Certification

Full Stack Web developer

Computer Networking - Digital Network Security

DigiSkills - Graphic Design

Alison - Diploma in HTML5, CSS3 and JavaScript

Google Project Management Professional Certificate

Salesforce Sales Operation Specialization

NEBOSH Safety Diploma

Alison: Microsoft Office 2010

DigiSkills - SEO (Search Engine Optimization)

COVID-19 Analysis Using Blockchain
Final year research project

Google Digital Marketing and e-commerce professional Certificate

DigiSkills - WordPress

Alison: Diploma in C Programming

DigiSkills - Digital Marketing

CISCO - Computer Hardware Basics

🔧 Software and Tools Used

- Windows (10/11/7/8)
- Active Directory
- VirtualBox
- Google Workspace
- Visual Studio
- Anaconda
- HubSpot
- Google Ads
- Adobe Photoshop
- Filmora

- Linux
- OpenLDAP
- TeamViewer
- Asana
- PyCharm
- Sublime Text
- Mailchimp
- Google Trends
- Adobe Premiere Pro
- MATLAB

- Wireshark
- VMware
- Microsoft Office
- Windows Commands (Bash, PowerShell)
- Eclipse
- Salesforce
- Google Analytics
- Google Search Console
- Canva
- Arduino

🌍 Languages

- English
- Urdu
- Pashto

🎸 Hobbies & Interests

- Entrepreneurship
- Travel or Exploring New Cultures

- Social Media Engagement
- Data Analysis or Visualization

- Digital Art or Design
- Cricket

Related Document Links

My Introduction Video

My Portfolio Site

Google IT Support Professional Certificate

Google Project Management Specialization Certificate

Google Digital Marketing and E-Commerce Professional Certificate

Coursera - Salesforce Sales Operation Specialization

CCTV Certificate

NEBOSH Certificate

PFTP - Full Stack Web Development Certificate

Digiskills - WordPress Certificate

Agile Professional Certification MFT Institute

Digiskills - Digital Marketing Certificate

Digiskills - SEO (Search Engine Optimization) Certificate

Alison - Diploma in C Programming Certificate

Alison - Diploma in HTML5, CSS3 and JavaScript Certificate

Alison - Microsoft Office 2010 Certificate

Alison - Computer Networking - Digital Network Security Certificate

Alison - Microsoft Excel 2013 for Beginners Certificate

Digiskills - Graphic Design Certificate

CISCO - Intro to Cybersecurity Certificate

CISCO - Computer Hardware Basics Credly Certificates and Badge

Alison - Word 2016 - Features and Functionality Certificate

Alison - Introduction to C++ Programming Certificate

Alison - C++ Programming using Advanced Features Certificate

Digiskills - Freelancing Certificate

Alison - Adobe Photoshop CS6 Essential Tools Certificate

My Portfolio