

SHAHBAZ RAZZAK

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📍 Based in the U.S. (Lima, OH) | Open to relocation and remote roles

PROFESSIONAL SUMMARY

Analytical, detail-oriented professional with a solid foundation in IT and business management, complemented by hands-on experience in technical support and organizational leadership. Skilled in managing complex projects, implementing secure processes, and supporting digital infrastructures. Eager to apply my academic and practical experience in a Technology-focused role. Proven ability to adapt to emerging technologies & mitigate risks in high-stakes environment.

CORE COMPETENCIES

- Cybersecurity foundations (systems & network security principles)
 - IT supports troubleshooting (hardware and software)
 - Risk identification and incident response support
 - Security policy implementation
 - Data integrity and access control
 - Business continuity and compliance awareness
 - Project and program management
 - Technical documentation and reporting
 - MS Office suite | Windows OS | Malware removal tools
 - Excellent communication | Cross-team collaboration
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TECHNICAL SKILLS

- **Operating Systems:** Windows | Basic Linux exposure
 - **Security Tools:** Malware removal utilities, diagnostic tools
 - **Productivity Tools:** MS Office suite, remote desktop tools
 - **IT Support:** Basic network troubleshooting, hardware/software maintenance
 - **Soft Skills:** Problem-solving | Communication | Time management | Leadership
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EDUCATION

Master of Science in Information Technology Management

Campbellsville University – Louisville, KY |
Dec 2020

Master of Management and Leadership

Campbellsville University – Louisville, KY |
Aug 2022

Master of Business Administration (MBA)

University of Northwestern Ohio–Lima, OH |
Nov 2017

Master of Administrative Science (HR)

University of Karachi (abroad) | Jul 2012

Postgraduate Diploma in Public**Administration**

University of Karachi (abroad) | Jul 2011

Bachelor of Commerce

University of Karachi (abroad) | Jul 2008

CERTIFICATIONS

- Foundations of cyber security course *from The Ohio State University*
 - Cybersecurity essentials certification *from SWI Security & Web Infrastructure Institute*
 - Cybersecurity advanced certification *from SWI Security & Web Infrastructure Institute*
 - 1 year Business diploma program in Marketing *from Computer Systems Institute, IL*
 - 1 year Business diploma program in Org. Behavior, *from Computer Systems Institute, IL*
 - Crash course in Information Technology and professional graphic design course
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PROFESSIONAL EXPERIENCE**Technical Support Specialist**

Reboot, Laptop Consultants – Karachi, PK (abroad) | Oct 2012 – Jul 2014

Provided frontline technical support for hardware/software issues, malware removal, and system upgrades. Enhanced IT service efficiency through documentation and compliance with internal standards.

Senior Executive – Admin, HR & Operations

Pakistan National Shipping Corporation – Karachi, PK (abroad) | Apr 2007 – Jul 2015

Led internal process improvements and risk assessments. Oversaw compliance, developed internal control systems, and supported secure data handling and operational strategies across departments.

Admin Officer

M.Z. Associates Law Firm – Karachi, PK (abroad) | Aug 2006 – Mar 2007

Maintained confidential legal records and supported accurate data entry and systemized document management.

PROJECT INTEREST AREAS IN TECHNOLOGY

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| • Entry-level software developer | • Technology risks and compliance |
| • Technology operations Intern | • Cloud computing and cyber security |
| • AI and machine learning | • Data analytics & business intelligence |
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AVAILABILITY

- Authorized to work in the U.S. | Open to entry-level and transition opportunities in technology
- Willing to relocate or work remotely