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| Adil Adil.335575@2freemail.com  |
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| A multilingual ICT CUSTOMER SUPPORT PROFESSIONAL with extensive knowledge oftechnical issues related to computer hardware, software, and networks (Local Area Network). Experienced inproviding pre- and post-sale customer support over the phoneincluding: answering customer queries; troubleshooting and problem-solving; and resolving customer complaints in an efficient and timely manner. |
| Profile | * experience in customer service and support with recognized strengths in problem-solving and troubleshooting.
* Excellent communication skills and telephone etiquette.
* Time management skills: Responding to calls and requests within agreed timeframe.
* Excellent knowledge of all levels of helpdesk support.
* Solid computer skills and excellent working knowledge using all Microsoft Office applications.
* Experience with setting up and maintaining hardware and software systems.
* Experienced in troubleshooting local area network (LAN) problems
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| Employment | Help desk : At Zigo internet servic Dec 2012-2016 * Answering the phone and booking for appointments.
* Working with MS office like.
* Talking to customers that come to the front desk.
* Maintain the desktop that everything works, and maintaining the work space.
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| Employment | KPN Internet & Phone Service Provider,Rotterdam, NL | 2011-2012 |
| Help Desk Support Agent* Providing assistance to internet and phone service clients.
* Troubleshooting and helping solve clients’ internet and computer problems.
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|  | Rotterdam Town Hall,Rotterdam, NLCall Center Agent* Communicated with customers regarding their parking permit.
* Answered clients’ questions regarding social affairs benefits.
 | Jan 2009-2011 |
|  | *Rotterdam Abrands, Rotterdam, NL***ICT Production Assistant*** Received and unpacked computers, scanners, and POS systems.
* Scanned, built and maintained computer parts.
* Tested computers and parts to ensure proper working condition.
 | *Jan 2000-2009* |
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| Certificates & Diplomas | CCNA Cisco Network Associate CertificationRotterdam, Netherlands |  |
|  | ICT System Administrator Level 4CVA Course –Amsterdam, Germany |  |
|  | ICT Software and Hardware InstallationScheidegger College, Amsterdam, Germany |  |
| Languages | Dutch, English, and Spanish (basic) |
| References Furnished Upon Request |