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| Adil  [Adil.335575@2freemail.com](mailto: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 | | |
| 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. | | |
| 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. | |  |
|  | | 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 Certification  Rotterdam, Netherlands | |  |
|  | | ICT System Administrator Level 4 CVA Course –Amsterdam, Germany | |  |
|  | | ICT Software and Hardware Installation Scheidegger College, Amsterdam, Germany | |  |
| Languages | | Dutch, English, and Spanish (basic) | | |
| References Furnished Upon Request | | | | |