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| New_logoContact HR Consultant for CV No: **2051178**E-mail: response@gulfjobseekers.comWebsite: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  |



**Visa Status:** Employment **UAE Driving License:** Under process

 **Languages:** English / Urdu / Hindi

**Marital Status:** Married **Date of Birth:** 9th February 1988

**OBJECTIVE**

To obtain a challenging position in reputable organization that allows me to utilize my current skills to assist in advancing a business that offers a stable employment opportunity. I am also eager to learn new skills and business and technological advancements.

**AREA OF EXPERTIES**

* + - * Technical support skills
			* Multi Tasking
* Problem solving and troubleshooting skills
* Desktop Support
* Access control System (CCTV)
* Hardware up-gradation
* WIFI Configuration
* Customer service Support

**PROFESTIONAL EXPERIANCE**

* **Aslishop.com (Online Store - UAE)** Executive Operations (March 2016 to Present)
* Provide support for internal IT issues. Desktop/Laptops/Internet devices.
* Installations of new PC software and Hardware.
* Built strong coordination with the customer for sale related support and feedbacks.
* Responding to the queries timely in accurate manner to resolve customer issues.
* Confirm online orders from All GCC countries and process for Dispatching.
* Maximizing the sales and profitability of the store to achieve growth.
* Analyzing sales figures and forecasting future sales volumes to maximize profits.
* Continually seeking ways of increasing customer loyalty, retention, satisfaction.
* **Wi-tribe Pakistan (Subsidiary of Q-Tel)** Executive Field Support (Nov 2012 to May 2015)
* Responsible for technical support of two Customer service centers. (Inbound/Outbound Users)
* Provide Level 3 support to customers at their premises if required.
* Diagnose errors or technical problems and determine proper solutions.
* Identify, analyze and repair product failures. Order replacement parts as required.
* Build positive relationships with customers.
* Identify and rectify operational problems in coordination with the level 4.
* Identification and installation of different tools and software to improve customer internet experience.
* Responding to queries in a timely in accurate manner and resolving queries to the user’s satisfaction.
* Up sell company’s image through “customer first policy” and “timely response”
* Communicating with third party technical specialists.
* Provide support, including procedural documentation and relevant reports.
* Provide technical support for Free WIFI service in ITCN ASIA Pakistan 2014 Exhibition.
* **Summit Bank** (Internship) Branch Banking & IT Department (June 2011 –August 2011)
* **MCB Bank Limited** (Internship) Consumer Banking & Commercial Branch Banking (August 2010 – October 2010)
* **State Bank of Pakistan** (Internship) Information Systems & Technology Department (April 2010 – May 2010)
* **M.H. Enterprises** (Computer Operator)April 2009 – March 2010

**SKILLS**

* **Certifications**
* ITIL Foundation Certificate in IT Service Management (2015), Registration number shall be furnished upon request
* **Trainings**
* Training in Network Plus(2009)
* CCNA / CCNP Training only (2010)
* Training in Optical Fiber (TFC)
* MCSE Training only (2010)
* Computer Hardware & Networking(2003)
* **Knowledge and Achievements**
* Hands on Oracle DBA 10g PL/SQL tool (Beginner Level)
* Complete Configure WAN or LAN Networks.
* Designing small business and home based network infrastructure.
* Hand on outlook configurations, Domain joining and group policy update.
* Complete troubleshooting on Windows 7 and 10.
* Knowledge about Oracle Database.
* Wi-Max CPEi Motorola etc. (configuration and installation, troubleshooting)
* Good analytical and troubleshooting skills on Laptops, Desktop
* Research Thesis on Knowledge Management System (Cynapse Tool)
* Workshop on Enterprise Security Architecture by (CTTC )
* Workshop on Communication skills by (Brain Horizon)
* Get quarterly performance award in 2014. By (Wi-tribe Pakistan)
* Participate in ITCN Asia 2014 Exhibition to provide Free WIFI services.
* Knowledge about Microsoft SQL Server and Oracle PL/SQL tool (DBA)
* Hands on JIRA (Help desk tool)

**ACADEMIC QUALIFICATION**

* **Masters (2013):** MBA-MIS from Muhammad Ali Jinnah University

(Electives: Supply Chain, Business Intelligence, ERP)

* **Graduation (2010):** Bachelor in Commerce from Karachi University
* **Intermediate (2007):** Govt. Islamia Arts & Commerce College.
* **Matriculation (2005):** Esenes Foundation School.