

# Shahzad Saleem

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## CAREER OBJECTIVE

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To continuously expand my knowledge and refine my skills, fostering long-term job stability. Embracing daily challenges drives me to excel in my responsibilities and ascend to increasingly prominent positions.

## EXPERIENCE

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### Engineers' Computer Hub

Pulwama, Jammu & Kashmir

2021 - Present

- Providing exceptional customer support and assistance in a hardware and software sales and services environment.
- Resolving complex technical issues, providing prompt and accurate solutions to customer inquiries and concerns.
- Collaborating with cross-functional teams, including sales and technical teams, to deliver comprehensive customer solutions.
- Assisting in training new customers on product usage and providing ongoing support to ensure smooth adoption and utilization.

## AREAS OF EXPERTISE

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- **Client Retention and Relationship Management:** Proven expertise in building and maintaining strong client relationships, with a focus on customer satisfaction and loyalty.
- **Customer Service:** Demonstrated ability to deliver exceptional customer service, ensuring customer needs are met and exceeded with professionalism and empathy.
- **Computer Proficiency:** Solid foundation in basic computer skills, ensuring a high level of comfort and proficiency in navigating various software applications
- **Effective Communication:** Outstanding communication skills, both verbal and written, enabling clear and concise conveyance of ideas and information.
- **Leadership and Motivation:** Strong leadership capabilities, inspiring and motivating teams to achieve optimal performance and exceed targets.

## EDUCATION

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### Glocal University

Saharanpur, Uttar Pradesh

*M Phil Computer Science*

*Thesis: A Survey on TCP Protocols*

2019 - 2020

### Institute of Technology and Management

Garhwal, Srinagar Uttarakhand

*Masters in Information Technology*

2017 - 2029

### Sri Pratap College

Srinagar, Jammu & Kashmir

*Bachelors in Science*

2012 - 2017