NAZIMUDDIN

Phone: 510-896-0333

Email: nazimuddinengg@gmail.com

SUMMARY

Customer-focused Desktop Support with over 5 years of experience with a broad spectrum of computer operating systems applications and hardware. Exceptional customer service and communication skills; consistently conveys competence and concern to end users. Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution

Strategic Thinker with ability to analyze problem and provide well-researched solutions
Dynamic Team Player with integrative thinking skills and analytical skills
Quick Learner with ability to learn new tools and technologies easily
Excellent communication, presentation, and interpersonal skills

Highlights:

- Microsoft Office expert
- Computer Science Fundamentals
- Customer Interface Skills
- Strong understanding of TCP/IP concepts
- Experience with Cisco networking
- Troubleshooting Proficiency

- Software Development Life Cycle
- Customer Service Skills
- Quality Assurance
- Documentation & reporting
- Vast technical knowledge
- Exceptional telephone etiquette
- Fluent in English, Hindi, Punjabi, Telugu.

EXPERIENCE

Pacific Gas and Electric
IT Desktop Support   SAN ROMAN CALIFORNIA
July 2019 - Present

- Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows and Mac OS based end points (Laptops Desktops & Thin Clients) Tablets & Smartphones (IOS & Android) and Microsoft Office
- Assisted the Help Desk Manager in supervision training and mentorship of student employees at the Help Desk with a specific focus on leading the team of Desktop Support Referral student employees who also contribute to tier 2 ticket resolution
- Continually updated personal knowledge of computing hardware operating systems and software
- Maintained confidentiality and discretion when working with passworded or sensitive materials
- Video conferencing support (Zoom & Blue Jeans) and Active Directory- Adding & deleting user accounts

BASIC SOLUTIONS INC
IT Desktop Support   MILPITAS, CALIFORNIA
Jan 2017 – Apr 2019

- Experience in job scheduling and backup management
- Install, upgrade, configure and support for end user workstation hardware and software
- Diagnose and troubleshoot hardware and software problems for end users
- Experience in providing customer support through service desk
- Maintain software and hardware inventories
- Perform critical Incident Management for the priority issues
- Actively participated in an activity and change management on the servers and networks
- Performing daily reports to check the status of servers and networks
- Create weekly and monthly trending reports around availability and capacity
- Provided day to day analysis to the top management to keep them apprised of the Major incidents in the environments
- Experience in using ITSM Service Now tool for incident, Service request, Change and problem management
- Experience infrastructure monitoring tools
- Experience in desktop imaging

- Understanding and troubleshooting issues with windows servers
- Troubleshooting on desktops, laptops, printers
- Knowledge in SCCM and remote tools
- Hands on experience using Microsoft Office

SILICON VALLEY UNIVERSITY   MILPITAS, CALIFORNIA
IT Support Graduate Assistant   **Apr 2015 – Dec 2016**

- Install desktop computers, software, peripherals, printers, and other technology solutions
- Troubleshoot and resolve issues for a wide range of technology support issues
- Perform customer service to users of campus technology
- Assist in building, testing, and maintaining the campus standard builds for Windows and Mac Operating systems on campus
- Troubleshoot and resolve issues in IT
- Perform some administration tasks related to operating systems and software
- Video Conferencing – experience with Polycom, Cisco and other video conferencing equipment providers. Familiarity with applications for PC, Mac, Android, iOS
- Web Conferencing – Good knowledge of MS LiveMeeting, NetMeeting, GO TO MEETING, TeamViewer and Polycom web streaming applications and technologies.

TATA BUSINESS SUPPORT SERVICES   HYDERABAD, INDIA
Sr Customer Service Executive   **Apr 2014 – Mar 2015**

- Proven experience providing customer support in busy call center environments for public utility and insurance industry employers.
- To Answer **queries/resolve problems** of customers through Inbound calls and if required up sell/ cross sell.
- Attend **Inbound & Outbound calls,** sometime respond through email and chat to customers.
- Ability to up sell/cross sell. Serves as a basic point of contact for customers with complaints, queries, request, feedbacks etc.
- Prepares **daily reports** on the daily activities of Customer Care team.
- Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
- Develops as well as maintains the relationship with external parties.
- Responsible for proper scrutiny and recording of the complaints received from customers.

EDUCATION
Master of Science, Major in Computer Science   **December 2016**
Bachelor of Technology in Computer Science Engineering   **May 2013**
TECHNICAL SKILLS

- Software Methodologies: Agile Methodology, Waterfall Methodology
- Office Applications: **MS Office**, **JIRA**, Office 365, Outlook, Microsoft Word, Excel, Spreadsheet, and PowerPoint
- Operating Systems: Windows8/ Windows7/ 2000/XP, MAC OS, LINUX
- Networking: TCP/IP, HTTP, Security, Firewall, OSI Model, LAN, WAN
- Networking protocols: TCP, UDP, DNS