

Abdul Imran Syed



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OBJECTIVE

Work my way up the organization while growing with the process. Possess process knowledge and learning from leaders with a positive mindset. To be a team's key player and also maintain a friendly environment among colleagues. Not to dwell in mistakes but only to find the solution and learn from it.

EXPERIENCE

Amazon

03 Aug 2016 - 04 Apr 2019

Technical support

Worked as tech support specialist for all amazon devices including alexa fire tablets kindle fire tv etc. Also support .com and .ca website orders for customers, dealt closely with echo and Alexa skills. Creating worknotes, tickets, assigning to higher level while maintaining call ethics and targets. Basically my first job to start my career and the best days and experiences of my life.

Tech Mahindra

18 Jul 2019 - 03 Dec 2020

Tech support specialist

Worked for Target stores US as a tech support specialist for b2b client working in target stores, helped client with troubleshooting and replacement with store devices such as scanners printers mydevices tablets etc. Also worked on inventory management software, password resets, stores fulfillment capabilities, basically whole Target Inc. process except point of sales machines. Worknotes tickets assignment maintaining quality parameters and call ethics were part of the job.

EDUCATION

Centennial college

2021

Artificial intelligence

68%

Kakatiya University

2016

B.tech IT

72%

SKILLS

Client/Customer Handling, Call Ethics, documentation and assessments.

Ability to think logically with a good memory of how software and OS work

Exquisite listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.

Ability to work well in a team with problem solving skills

Excellent time management skills and ability to work under pressure while meeting deadlines

ACHIEVEMENTS & AWARDS

Although I Achieved many fears but the greatest was when i ran in a 10k running event and at the near end when i thought i couldn't go on, seeing my parents cry with joy and knowing how proud it made them, that was one of my greatest award ❤️ Ps. I'm a LBK amputee and it was the first event after my surgery.

INTERESTS

Trekking

Cryptocurrency

Movies