

Zubair Mughal
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Education:

C.T. Bauer College of Business, University of Houston, Houston, Texas
Bachelor of Business in Management Information System, Spring 2017
Cumulative GPA: 3.27

Experience:

At-Home Advisor

January 2016- Present

Apple Inc.

- Genuine support resolving technical issue for up to 200 of Apple's external customer every month
- Maintained expert level product knowledge on Apple devices and service offerings
- Aligned with customers and implemented Apple's guidelines for exceptional customer care.
- Collaborated with other IT advisors in troubleshooting and technical support

Key Holder

August 2014-December 2015

Earthbound Trading Company

- Responsible for opening and closing store during my shift including balancing registers
- Handled financial transactions with amounts totaling up to \$1500
- Increased sales and revenue by \$1000 every month
- Coached new associates on methods of engaging customers

District Manager

September 2013-August 2014

Primerica Financial Services

- Assembled portfolio for 30 clients showing optimum retirement plan
- Conducted 30 financial planning session teaching about strategies, risk analysis, and life insurance
- Facilitated the hiring and training of 10 employees every month

Activities:

Project Manager

September 2016- Present

Boys and Girls Club of Greater Houston

- Collaborated with 2 other teams to create an intranet for internal sharing of financial, HR, and other data
- Lead the development of an HR reporting software using agile methods that shows live updates of data in visual and graphic output through SharePoint
- Formulated business case study, scope of work and deadlines for project completion

Network Analyzer

June 2015-July 2015

Cisco Systems Inc. Project

- Implemented Visio in creating network diagram for Jordan Ahli Bank new data center
- Analyzed new network infrastructure and created a detailed PowerPoint presentation

Client Liaison

February 2015-May 2015

Hertz Corporate Group Project

- Crafted a 6-month marketing plan geared towards recruiting more University of Houston students
- Coordinated with Hertz on any requirements, deadlines, and goals by serving as a medium of communication

Skills:

- Java, HTML, JavaScript, XML, CSS, WordPress, SQL, SharePoint and Photoshop
- Cisco Certified Network Associate (CCNA) & Cisco Certified Entry Networking Technician (CCENT)
- Proficient in Microsoft Office Suite and Visio