Owais K. Islam

709 Stokesay Castle Path, Pflugerville, TX 78660 • (512) 632-5290 • owaisislam@gmail.com

Professional Summary

Exceptionally capable Technical Support Specialist with ten years experience troubleshooting complex end-user issues. Enthusiastically seeking to bring a vast repertoire of both hardware and software knowledge to a challenging position at a growing technical support team.

Skills

- Skilled in MS Office Suite, Pages, Numbers, Keynote, Photos for Mac, iMovie, Garageband
- Proficient in C/C++, Swift, and other programming languages
- Code validation skills
- User interface understanding
- Data entry

- Report writing
- Self-motivated
- Debugging proficiency
- Strong verbal communication
- Extremely organized

Certifications

- Apple Certified Mac Technician

Accomplishments

- *Conflict Resolution*
  Responsible for handling customer inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- *Technical Support*
  Consistently received positive feedback from customers and created repeat business by developing long-term relationships with customers.

Work History

AppleCare T1 Creative Media Advisor, 05/2012 to Current
Apple Inc. – Austin, TX

- Provided technical support for Apple-developed applications (iBooks Author, Pages, Numbers, Keynote, Photos, iMovie, and Garageband) on desktops and iOS devices over the phone.
- Provided how-to help for these applications as well.
- Assisted customers with creating personal projects like photo montages or audio tracks.
- Assisted customers in placing orders for Photo Books.
- Also have received basic training on the Professional Suite of Applications (Final Cut Pro X, Logic Pro X, Aperture, MainStage, Compressor, and Motion).

- Provided suggestions for 3rd-party software to customers that were unable to use the Apple-developed applications for the customer's specific need.
- Provided self-help references to the customer to enrich their learning experience.

AppleCare T1 CPU Advisor, 10/2011 to 05/2012
Apple Inc. – Austin, TX
- Provided customer support for Apple desktop and portable CPU units.
- Provided customer support for various other online Apple services like iCloud.
- Promoted and sold the AppleCare Protection Plan.
- Set up appointments at the Genius Bar at Apple Retail Stores as per customer requests.
- Skilled in the Agreement Administration queues where we register AppleCare Protection Plans and correct Date of Purchase issues, among other skills.
- Also skilled in the D-I-Y queue where we sent out certain replacement peripherals for customers if they were still under hardware coverage (with some exceptions).

AT&T Consumer Data Support Specialist, 03/2010 to 07/2011
AT&T Mobility – Austin, TX
- Troubleshot and fixed problems for AT&T customers with PDA's, smartphones and laptop connect cards.
- Offered customers AT&T services to enhance their service.
- Trained consumers on devices such as Blackberry Bold, Iphone, Netbook and Tablet PC's and other devices.
- Updated customer plans and other data into the AT&T billing system.
- Instructed consumers on performing Windows commands (msconfig, ipconfig, etc) to ensure connectivity.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Recommended products and services aligned with customers' needs and preferences.

Samsung Tier 2 Customer Support Agent, 05/2008 to 08/2009
Harte-Hanks – Austin, TX
- Provided customer support for Samsung consumer electronics products.
- Trained customers on various uses for CE products (how to connect to each other, how to connect with other products).
- Proficient in Windows PC-based environment using SAP.
- Responded to customer requests via telephone and email.
- Verified data integrity and accuracy.

Education

Economics, 2001-2005
University of Texas At Austin - Austin, TX

High School Diploma: 2001
American International School - Riyadh, Saudi Arabia