



SYEDKARIMULLA.A

CAREER OBJECTIVE

A confident and highly organized professional for large clients and an enthusiastic service specialist looking for challenging opportunities in an esteemed organization

CONTACT ME

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✉: itz.kareem17@gmail.com

<https://www.linkedin.com/in/syed-karimulla-abdul-salam-777530159>

EDUCATION

BSC (computer Science)

Periyar University
M.G.R College, HOSUR
with 6.51 CGPA
2014-2017

12th Maths&computer

Govt.Boys.High.Sec.School
Shoolagiri
with- 60 percentage
2012-2014

10th Standard

Govt.Boys.High.Sec.School
Shoolagiri
with- 66 percentage
2012

EXPERIENCE

Designation: **SYSTEM ENGINEER**

KRITHI MOTORS

2020 - 2023

**HONDA Motorcycle & Scooter India Pvt Ltd.
SHOOLAGIRI . HOSUR-635117**

RESPONSIBILITIES :

- Customer Relationship management- Oracle Siebel CRM:
- Provide through support for the Corporate and Retail Users.
- Hands on experience in ticketing tool called Service now and handling it as per SLA and Priority.
- Worked on Remote Section Application called Team viewer.
- Remotely Accessing the user device for Troubleshooting.
- Troubleshooting issues relate to retail service user devices (Printers, Workstations, Point of Sale devices like Signature Capture, RF gun and Zebra gun etc...).
- Citrix Environment for working with Oracle Siebel and other software access.
- Recording all inventory, store purchase, vehicle info., customer info., details etc., loading on Oracle SIEBEL software.
- Developing reports likely Customer Level Report as on Date with Complete history, accounting level details for Audit purpose to the management, Quarterly, Monthly Sales reports, Employee Attendance details etc., and submitting those to the Management as per Service Ticket from the team.
- Creating Views, Index and other objects as per needs of requirement on the report perspective.
- Performing End to End Troubleshooting.
- Troubleshooting priority-1 issues and escalating it to respective vendor team with required details.
- Assigning external vendor, if the problem could not be resolved remotely.
- Ensuring closure of issue tickets within a day time window and it's depend on the criticality of the ticket nature.
- Handle any escalations which required immediate attention from the management
- Being responsible for team for achieving high customer satisfaction.
- Maintain a high degree of knowledge about technical issue affecting the users.
- Answer inquiries both return and over the phone in a professional and empathic manner, representing the company in a positive and proactive manner.
- Identify the training if needs.
- Overseeing daily reports, and monitoring.
- Documented and resolved process which led to better Quality of Service.
- Manages the service department team.
- Maintains strong relationships with customers and Team members.

TECHNICAL SKILLS

- AWS
- Oracle Siebel CRM
- Ms-Office 365
- SQL
- basics of Java
- Data analysis
- GitHub
- Jenkins

CERTIFICATION

- **AWS Cloud Engineer**

LANGUAGES

- TO READ AND WRITE
ENGLISH & TAMIL
- TO SPOKE :
ENGLISH , TAMIL , URDU ,
HINDI & TELUGU

HOBBIES

- Travelling
- Photography
- Reading
- Playing computer Games
- Listening to Music

Designation: **Computer Operator**

NEW ERA TRAVEL & CARGO AGENCIES
No.398(627), Mount Road, CHENNAI-600006.

2017-2019

Professional Skills:

- Cargo Logistics Management
- Documention and compliance
- Packaging and Handling
- cost Optimization
- Destination Handling

RESPONSIBILITIES :

- Managed the end-to-end logistics for cargo shipments from India to the United Arab Emirates, ensuring smooth and efficient operations.
- Monitored transit times for various modes of transport (air freight, sea freight, land transport) and optimized routes for timely delivery.
- Coordinated destination handling and distribution processes in the UAE, ensuring efficient unloading and delivery of cargo.

AWS Cloud Engineer - Cloud Computing certification-2023

Good Knowledge of implement AWS Cloud Engineer–

- VPC
- EC2
- RDS
- S3
- IAM
- EBS
- AMI
- ECS
- Auto Scaling
- Docker
- GitHub
- Jenkins
- Terraform
- Ansible
- MySQL

KEY COMPETENCIES

- Teamwork, Collaboration and Supervisor
- Self Motivation
- Responsibility
- Adaptability

PERSONAL STRENGTH

- Postive Attitude & Deduction
- Team building & Leadership quality
- Quick learning capability
- Honesty
- Good mentoring and training skills

ADDITIONAL SKILLS

- Strong Communication and Interpersonal Skills
- Customers Service Expert
- Customer Satisfaction
- Knowledge Sharing
- Problem Solving and Statistical Analysis
- Managing Service level Agreement
- Great Writting and Verbal Skills
- Strong Leadership Skills
- Ability to Work Independently & as part of a Team
- Detail-oriented and Able to Handle Multiple Tasks Simultaneously

PERSONAL PROFILE

Parent's Name	Mr.B.Abdul Salam & Mrs.N.Reshma Taj
Date of Birth	22-03-1997
Gender	Male
Religion	Muslim
Nationality	Indian
Marital Status	Single
Passport No	W3367971

Address: 2/353-1-2, Millath Nagar, Shoolagiri,
Krishnagiri-635117

DECLARATION

I hereby declare that the information and facts stated above
are true & correct to the best of my knowledge and belief.

Date :

SYEDKARIMULLA.A