

Mohammed Yamin Nadeem

Senior Service Representative 2

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Email: yaminndm@gmail.com

Current Location – UAE (ABU DHABI)



SUMMARY

Highly motivated and detail-oriented Service Desk Agent Level 2 with over “4 years” of experience in providing exceptional IT support and customer service. Adept at troubleshooting technical issues across hardware, software, and networking environments, with a proven track record of resolving incidents efficiently while maintaining high levels of user satisfaction. Skilled in using various ticketing systems, remote support tools, and ITSM best practices. Known for strong communication skills, a customer-focused approach, and the ability to adapt to fast-paced and evolving technological environments. Committed to continuous improvement and contributing to a collaborative team environment.

CAREER HISTORY

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|-------------|---|
| Designation | : Senior Service Representative (SSR) L2 For Henkel Global. |
| Company | : UNISYS INDIA Pvt Ltd. |
| Duration | : June 2022 to April 2024. [22 Months] |
| Location | : Hyderabad, India. |

Key Responsibilities: -

- **Technical Support:** Provide first-level support for hardware, software, and network issues, troubleshooting and resolving problems in a timely manner.
- **Incident Management:** Log, categorize, and prioritize service requests and incidents using ITSM tools such as Service Now, ensuring accurate tracking and resolution.
- **Customer Communication:** Communicate effectively with end-users via phone, email, or chat, offering clear instructions and updates throughout the support process.
- **Problem Resolution:** Diagnose and resolve technical issues, escalating complex problems to higher-level support teams as needed while maintaining detailed documentation.
- **Knowledge Base Management:** Create, update, and maintain knowledge base articles and documentation to assist users and improve team efficiency.
- **Remote Assistance:** Utilize remote desktop tools to diagnose and resolve issues on users' systems remotely, ensuring minimal disruption to their workflow.
- **Hardware and Software Installation:** Assist with the installation and configuration of hardware, software, and peripherals, providing support for system upgrades and patches.
- **User On boarding:** Support new user on boarding by setting up accounts, configuring access permissions, and providing initial training on IT systems and tools.
- **Customer Service:** Maintain a high level of professionalism and empathy in customer interactions, ensuring a positive experience and effective resolution of issues.
- **Process Improvement:** Contribute to the continuous improvement of service desk processes and procedures to enhance efficiency and service quality.
- **Security Compliance:** Follow established security protocols and best practices to protect sensitive information and ensure compliance with organizational policies.

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|--------------------|----------|---|
| Designation | : | Senior Support Representative (SSR) for Google (GMB) Global. |
| Company | : | TECH MAHINDRA India Pvt Ltd. |
| Duration | : | June 2019 to Sep 2021. [27 Months] |
| Location | : | Hyderabad, India. |

Key Responsibilities: -

- **Business Verification:** Conduct thorough verification of business listings on Google My Business (GMB) to ensure accuracy and compliance with Google's policies and guidelines.
- **Listing Management:** Oversee the creation, updating, and maintenance of GMB listings, including business information, hours of operation, and contact details.
- **Data Accuracy:** Verify and correct discrepancies in business data across various online platforms to ensure consistency and reliability of information.
- **Customer Interaction:** Assist businesses in the verification process by providing clear instructions and support through various communication channels (phone, email, chat).
- **Documentation Review:** Assess and review submitted documents and information for verification purposes, ensuring they meet Google's requirements.
- **Issue Resolution:** Identify and resolve issues related to business listing verification, including handling disputes and addressing user queries effectively.
- **Compliance Monitoring:** Ensure all business listings comply with Google's guidelines and local regulations, including monitoring for fraudulent or misleading information.
- **Reporting:** Track and report on the status of verification requests, providing regular updates and insights on process efficiency and challenges.
- **Process Improvement:** Contribute to the enhancement of verification processes and procedures by identifying areas for improvement and implementing best practices.
- **Training and Support:** Provide training and support to team members and businesses on GMB verification procedures and best practices.
- **Problem-Solving:** Investigate and resolve complex verification issues, utilizing analytical skills to find solutions and escalate as necessary.

SKILLS

• Technical Skills

1. **Troubleshooting and Problem Solving:** Expertise in diagnosing and resolving hardware, software, and network issues.
2. **Operating Systems:** Proficiency with Windows, macOS, and Linux operating systems.
3. **Software Applications:** Familiarity with commonly used applications like Microsoft Office Suite, email clients, and remote desktop tools.
4. **Networking:** Basic understanding of networking concepts, including, DNS, TCP/IP.
5. **Ticketing Systems:** Experience with IT service management (ITSM) tools like Service Now.

• Customer Service Skills

1. **Communication:** Strong verbal and written communication skills for effectively interacting with users and documenting issues.
2. **Customer Support:** Ability to provide clear, empathetic, and patient support to end-users.
3. **Conflict Resolution:** Skills in managing and resolving conflicts or escalations in a professional manner.

- **Operational Skills**

1. **Incident Management:** Experience with logging, tracking, and managing incidents and service requests.
2. **Knowledge Management:** Ability to create and maintain knowledge base articles and documentation for common issues and resolutions.
3. **Process Improvement:** Involvement in improving service desk processes and workflows to enhance efficiency.

- **Interpersonal Skills**

1. **Team Collaboration:** Ability to work effectively with other IT team members and departments.
2. **Adaptability:** Flexibility in handling a variety of tasks and adapting to new technologies or processes.
3. **Time Management:** Efficiently managing time and prioritizing tasks to handle multiple service requests effectively.

- **Additional Skills**

1. **Remote Support:** Experience with remote support tools and techniques.
2. **Hardware Repair:** Skills in diagnosing and repairing hardware issues or coordinating hardware replacements.
3. **Security Awareness:** Knowledge of security best practices and procedures to protect sensitive information.

EDUCATIONAL DETAILS

Bachelor of Technology

Department :- Mechanical Engineering.

Year :- 2013-2017.

College :- Syed Hashim College of Science And Technology, Hyderabad, India.

University :- Jawaharlal Nehru Technological University, Hyderabad, India.

APPRECIATION CERTIFICATES

1. Appreciation Certificate from UNISYS for maintaining Customer Satisfaction Above 98% for Q1 2023 and utilization of Exceptional Skills.
2. Appreciation certificate from client Henkel Inc. for providing 100% Customer Satisfaction.

PERSONAL SNIPPETS

Date of Birth: 07 July, 1995 | **Languages Known:** English, Hindi, Telugu and Urdu | **Nationality:** Indian
| Marital status – Single | Current location – UAE |

Linked In: <https://www.linkedin.com/in/yamin-nadeem-7a5b36151/>



CERTIFICATE

OF ACHIEVEMENT

THIS CERTIFICATE IS PROUDLY PRESENTED TO

Mohammed Yamin Nadeem

Mohammed Yamin Nadeem has made a significant contribution to Henkel's customer satisfaction by maintaining an average CSAT score of 98% and above tkroughout Q1. The comments from surveys prove his capability of delighting end users by his verbal skills. Completing given work in stipulated time, has always been a habit for Yamin. Keep up the good work!

Q1 2023

A handwritten signature in blue ink, appearing to read 'Ram', with a horizontal line underneath.

Ram Bhattiprolu

Sr Director, Delivery EUX



Client Centricity
Mohammad, Yamin Nadeem
In Recognition Of



Even though being new in the team, his inquisitiveness to learn more has always been his strength.

With a CSAT Score of 100% and FCR of 52.63% just proves the point.

UNISYS | Securing Your
Tomorrow®