Abdullah Zabir

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Objective

To obtain a job that utilizes and advances my technical, management and communication skills through teamwork and professional exposure

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Education

San Jose State University   **Expected Graduation:** May 2020

Lucas College and Graduate School of Business

Bachelor of Science, **Management Information Systems (MIS)**

Relevant Coursework: Accounting, Economics, Marketing, Global Business, Android App Developing, Project Management, Database management, Networking and Data Communications.

Leadership Activities

The Braven Accelerator   (06/17 - 10/17)

Fellow

- Selected as a member of "Braven" out of 200 applicants based on leadership ability and potential.
- Developed skills critical to success in the 21st century workforce such as operating and managing, effective communications, and problem solving.
- Explored leadership strengths and personal passions and grew into a strong worker and member of a team during "Salesforce" project where we addressed the problem of expanding the exposure of "Trailhead" to SJSU students.

Experience

                                                    (01/18 - 05/18)

Order Management Intern

- Created 100+ of quotations in ERP system and provide to customer.
- Created and maintained 200+ accurate Sales Orders in ERP
- Escalated customer requirements not being met and ensured customer satisfaction.
- Handled 60+ customer inquiries via phone, e-mail, and fax daily.

                                                    (06/15 - 11/15)

Website Monitor/Customer Service Intern

- Communicate via TeamViewer to provide support to 10+ customers daily
- Collaborate with outsourced employees overseas for major issues
- Daily reports on all day events and issues from customers

                                                    (05/14 - 08/14)

General Assistant Intern

- Work in teams on basic hardware and software troubleshooting
- Hands on setting up motherboards and all different components of the CPU
- Set up and reset computer or laptop software; general troubleshooting etc.

Skills

- Technical - Operating Systems: Windows 95, NT, 98, 2000, XP, Vista, 7, 10, LINUX.
  Web Technologies: HTML, CSS, JavaScript, SQL, Python
  Software: Microsoft Office Suite, MS Visual Studio, Adobe Creative Suite, Eclipse, NetBeans, Anaconda Navigator (Spyder), Mongo DB, Tableau, NetSuite, Neo4j, Salesforce.
- Soft: Communication, Teamwork, Problem Solving, Leadership and Project Management