

# Abdullah Syed

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## Objective

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Propelled by a lifelong fascination for computers and technology alongside an extensive degree in Information Technology. Highly skilled at resolving complex technical issues in a timely manner. I am energetic with outstanding customer service experience, and interpersonal, analytical, and critical thinking skills. Poised to build valuable experience and ready to contribute to team success with a positive attitude.

## Experience

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Apple Inc. (Transcom)

Jan. '24 — Current

### ***Technical Support Advisor***

- Trained in IOS T1/T2, MAC+ T1/T2
- Provided comprehensive technical support for iOS and macOS devices and resolved technical issues related to hardware, software, and peripherals.
- Used software such as CORE, STC, BOMGAR, SAFEVIEW, APPLE CONNECT, GBI PORTAL
- Delivered exceptional customer service while troubleshooting complex issues.
- Demonstrated expert knowledge of Apple products, including iPhones, iPads, MacBooks, iMacs, and accessories.
- Collaborated with cross-functional teams to escalate and resolve escalated issues promptly.
- Provided guidance and support to customers on product features, settings, and usage.

Speire Technology

Dec. '22 — Jun. '23

### ***Web Development / Editor (Internship)***

- Developed and maintained responsive and user-friendly websites, ensuring optimal functionality and performance.
- Engage with callers, listen to their ideas, and resolve any conflict
- Translated design mockups and wireframes into fully functional websites using HTML, CSS, and JavaScript.
- Collaborated with cross-functional teams including designers, project managers, and backend developers to implement web projects.
- Assisted in project planning and estimation, providing technical insights and recommendations to enhance project success.
- Actively participated in code reviews and provided constructive feedback to peers to maintain code quality and consistency.
- (Work From Home Remote Experience)

Martino Brothers Collision

May. '19 — Nov. '19

### ***Automotive Body Repair/Car Detailer***

- Conducted thorough assessments of vehicle body damage and formulated repair plans to restore vehicles to their original condition.
- Performed skilled body repair tasks, including dent removal, panel replacement, welding, and refinishing, ensuring high-quality workmanship.
- Utilized various tools and equipment, such as paint sprayers, sanders, and welding machines, to execute repair tasks effectively.
- Documented repair procedures, work performed, and materials used for accurate record-keeping and invoicing purposes.

## Education

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York University

Sep. '20 — Apr. '24

### ***Bachelor of Arts in Specialized Hons. Information Technology***

- GPA: 3.45 (90%+)
- Courses: Computer Systems, Networks, Prob. and Stat., Object-Oriented Programming, Algorithms, Project Management

CS50 Introduction to Computer Science

11 week course

### ***HarvardX/EdX. Online/Cambridge, Massachusetts.***

- Gained a basic understanding of Computer science
- Languages: C, Python, SQL, and JavaScript plus CSS and HTML.

Kipling Collegiate Institute

Sep. '16 — Jun. '20

### ***High school Diploma***

- Honors student grades 10,11,12
- S.T.E.M student
- Assistant coach for the badminton team
- 1st place annual robotics competition

### ***UDEMY Technical Support Course***

(Online 4 weeks)

- Learn skills, experience, and personality of the Technical Support Role

## Skills/Accomplishments/Projects

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- Proficient in Java, JavaScript, C, C++, HTML, MatLab, SQL, CSS, Python
- Proficient in Microsoft Office Suite (Word, PowerPoint, Excel), Adobe Acrobat, and Photoshop
- Softwares such as CORE, STC, BOMGAR, SAFEVIEW, APPLE CONNECT, GBI PORTAL
- Service Excellence Certificate (Awarded By OTEC) 2020
- Health and Safety Award 2019 / Certified in First Aid&CPR (Workplace Medical Corp) 2019
- First place in Robotics Competition (Medal) 2020 (+200 participants)
- Exceptional telephone etiquette, patience, and diligent

## References

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*Available upon request*