



Contact

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Address

Salaam Street - Zone 1 - Abu Dhabi -
Abu Dhabi

Education

2014-2017

Master of Computer Application
MG University/Kottayam

2012-2013

web development
NIIT Noida/Delhi

2008-2011

Bachelor of computer application
Bharathiar university/Nehru college

Tamilnadu, india

Languages

English

Hindi

Malayalam

Tamil

Mohammed Anas

Technical Support

I am a highly motivated and results-oriented individual with a strong background in Technical Support. With a proven track record of Technical Support, I am confident in my ability to contribute to any organization's success. I possess excellent communication and interpersonal skills, allowing me to effectively collaborate with colleagues and clients. My strong attention to detail and analytical mindset enables me to identify and solve problems efficiently. Passionate about continuous learning and development, I am always seeking opportunities to further enhance my knowledge and skills in order to deliver exceptional results.

Experience

2021 - 2022

Technical Support

zixent Technologies LLP/Kochin, Kerala, india

Responsibilities :

- Assisting customers with various hardware and software-related issues.
- Research, Diagnose, Troubleshoot, and identify solutions to resolve customer issues.
- Ensured all requirements are adequately verified and documented within the scope.
- Installation, Configuration, and maintenance of applications and it's supporting tools and network settings.
- Engaged with clients to provide feedback and suggestions on application enhancements.
- Follow standard procedure for proper escalation of unresolved issues to the appropriate internal teams.
- Identified and implemented improvements to the operational processes that increased the software & Data quality and efficiency.

Technical Skills :

- **Active listening:** Technical support professionals must actively listen to customers' issues and concerns to fully understand the problem before offering a solution.
- **Troubleshooting:** Proficient in identifying and resolving technical issues, either over the phone or through remote access, by systematically troubleshooting problems and determining the root cause.
- **Communication skills:** Ability to explain technical concepts and solutions to non-technical individuals in a clear and concise manner.
- **Problem-solving:** Effectively analyzing and solving complex technical problems, often under time constraints, to ensure customer satisfaction.
- **Customer service:** Delivering exceptional customer service by being patient, empathetic, and providing a positive experience throughout the support process.
- **Technical knowledge:** Possessing a deep understanding of hardware, software, networking, and other technical concepts to diagnose and resolve technical issues.
- **Time management:** Efficiently managing multiple support tickets and prioritizing tasks to meet service-level agreements and provide timely responses to customer inquiries.
- **Adaptability:** Quickly learning and adapting to new technologies, software, and products to provide support to customers.
- **Remote support:** Proficient in using remote support tools to provide assistance and resolve issues without physical access to the customer's device.
- **Multi-channel support:** Familiarity with providing technical support through various channels, such as phone, email, chat, and remote sessions, to accommodate customer preferences.

Technical Achievements :

- Increased customer satisfaction ratings by 15% through proactive technical support and excellent problem-solving skills.
- Successfully resolved 90% of technical issues on the first call, reducing the need for callback and improving overall customer experience.
- Implemented a new ticketing system that streamlined the support process, resulting in a 20% increase in efficiency and reduced response times.
- Developed and delivered comprehensive technical training materials for new support staff, resulting in a 30% decrease in training time and improved knowledge retention.

- Identified and resolved a critical software bug that was causing frequent system crashes for multiple customers,
- resulting in an 80% decrease in related support tickets and increased customer satisfaction.
- Redesigned the self-service customer support portal, resulting in a 25% decrease in support calls and empowering customers to resolve their technical issues independently.
- Implemented a knowledge base system that aggregated common technical issues and resolutions,
- providing support staff with quick access to valuable troubleshooting resources, resulting in a 40% decrease in average resolution time.

Familiar with

1. LAN, WAN, MAN, CAN, PAN Networks.
2. BUS, STAR, RING, MESH, HYBRID Topologies.
3. IPV4, IPV6 Protocols.
4. OSI Models / Layers.
5. Types Routers, Router Configuration.
6. Router Password Setting & Breaking.
7. Types of Routing.
8. Ethernet, Types of Ethernet.
9. Switching and Type of Switches.
10. Microsoft server .
11. Domain, Active Directory.
12. User access control.
13. Virtual server. VMware, Hyper-V, and VirtualBox
DNS, DHCP

Certifications

1. Microsoft MTA certified (verify.certiport.com wLQkp-FMX5).
2. Microsoft MCSA.
3. CCNA.