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| |  |  |  |  | | --- | --- | --- | --- | |  | Muhammad Baig  I am seeking a challenging career where My experience and academic background can be fully utilized in a multinational or well-established organization. I work great on teamwork but am also a strong independent technical specialist to accomplish all work. Logical thinker with top problem-solving abilities. Communicates well with non-technical audiences for speedy resolutions. Background in delivering exceptional customer service whilst carrying out maintenance and repairs. |  |  |      |  |  |  |  | | --- | --- | --- | --- | |  | Work history  January 2020 to Current  Group Service Desk Technical Specialist  Sky UK, London, ENG   * Microsoft Office Administration * Provide specialized hardware / software / network problem diagnosis / resolution for end users * Assist with support and resolving issues with audio/visual equipment. * Log all incidents in Service Desk system as required/directed and follow ITIL-based service desk procedures and processes. * Provide Day to day operations support as Technical specialist to end users * Maintain high level of customer service to all end users. * Keep client informed regarding status of incidents. * Hands-on work experience with following :Windows Operating system (Windows 10,11) and Latest Mac iOS, Linux * Managing email database ensuring that 24-hour response is achieved * Able to install and configure applications based upon SOPs provided * Remote access to client's machine to resolve problems. * Consistently document knowledge base with client information and fixes. * O365 Workplace solutions * Enterprise Software Support * Printers: * Mobile Device Support * Mime cast Admin   November 2019 to January 2020  Customer Service Agent  The Entertainer Ltd, Amersham, Buckinghamshire   * SAP Hybris Management * Creating and updating all workflows related to position. * Collaborated well with other customer agents to deliver consistent service across various platforms. * Acted as first point of contact for customer issues and queries. * Processed product orders accurately and promptly, maximising customer satisfaction. * Logged customer information and data in secure systems, maintaining GDPR compliance. * Maximised sales revenue growth by successfully identifying up- and cross-selling opportunities. * Addressed and resolved customer complaints in line with company guidelines and within target timeframes. * Exceeded targets with strong rapport building and product knowledge. * Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback. * Offered detailed advice on product and service benefits. * Managed over 30 customer calls/chats per day * Worked with call handling technology to respond to increased customers within target timeframes. * Recorded and processed customer data accurately. * Helped new staff acclimate to customer service team and mentored on strategies for success. * Followed up on unresolved customer issues to research and correct problems. * De-escalated objections and disputes professionally to maintain customer satisfaction.   March 2019 to June 2020  IT Technical Support Intern  Atos, Berlin, Berlin   * Fulfilled responsibilities as Technical support Provider included: Managing and monitoring all installed systems and infrastructure. * Established and troubleshot network and data communications systems. * Answered user questions about hardware and software operation to help resolve problems. * installing, configuring, testing, and maintaining operating systems, application software, and system management tools. * Ensuring highest levels of systems and infrastructure availability.   November 2018 to January 2019  Software Developer Intern  infInIT Services GmBH, Berlin, Berlin   * Software Development in house Project called Forge * Hard coding using java, Jhipster, SpringBoot * Scrum Agile * Maximised coding efficiency through effective optimisation of function and algorithms. * Exhibited software development best practices to achieve and surpass KPIs. * Checked software for errors and coded updates to fix problems. * Supported large-scale systems with secure, well-performing software systems. * Adapted current software platforms to incorporate new functionality or improve security. * Improved code to 80% quality through automated testing, reviewing and validation. * Developed software in HTML, CSS, JavaScript * Used other frameworks as well Bootstrap etc   Additional Information  Awarded the Most Innovative at the Annual Programming Exhibition 2017  Outstanding Volunteer awardee for one year  Won award at the IoT Hackathon 2017 | Skills   * IT Technical support * ServiceNow * Logical thinking * Good Oral and written communication skills * Windows Server 2019/2016 * Knowledgeable in macOS , Windows 10/11 desktop systems * Linux * Microsoft Azure,Office 365 and MS Office Suite Admin * Active Directory * Networking (Switching/VLANs/Routing/Firewalls - Cisco (CCNA) * Email and Web Filtering Systems * Application support * Troubleshooting proficiency * Exceptional telephone etiquette * HTML and XML and JavaScript , PowerShell * First Aid/CPR * Flexible and Adaptable * Decision-Making * Interpersonal Communication   Education  November 2017  1 Year Diploma in Web and Software Development Computer Science  Digital Career Institute, Berlin, Germany  February 2017  Preparation for Bachelors Computer Science  Kiron Open Higher Education, Berlin, Germany  Developed software solutions for the Engineering Department Commended for implementing a new update process that improved the school's IT Operations  June 2013  Diploma of Associate Engineer Mechanical Engineering  GPI JHELUM, Jhelum,Pakistan  August 2008  GCSEs Science  Pakistan High School , Lalamusa ,Pakistan  Languages  **Urdu, Punjabi, Hindi** :  Native language  **English** : C1    Advanced  **German** : B2    Upper intermediate  Certifications   * CompTIA A+ Training - 11/1/2021 * CompTIA Cybersecurity Analyst Course on LinkedIn Learning * Succeeding in Web Development: Full Stack and Front End - 11/30/2020 * Microsoft Cloud Fundamentals Training - 1/7/2021 * Windows 10: Manage and Maintain Windows 10 - 11/1/2021 * Troubleshooting Common PC Issues for Users - 11/19/2021 * Learning PowerShell - 1/4/2022 * Certified WordPress Developer |  | |

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