Mohd.Azam

LIG A/140-B KDA Colony Pokaharpur Jajmau, Kanpur (U.P.) PIN-208010

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Career Objective

To achieve professional excellence in the field of technology, Design and Support through my sincerity and diligence in challenging and learning environment that appreciates the hard work so that I can contribute towards the development of the organization.

Skill

* Programming: C,C#, HTML, CSS
* Operating Systems: Microsoft Windows and GNU/Linux.
* Web Technology: ASP.NET basically used for designing and fabricating Web application.
* Graphics Software: Corel Draw, Adobe Photoshop and Adobe InDesign.

Professional Experience

iEnergizer Sep. 2013- Nov 2014

Technical Customer Support Executive (Electronics Arts Support)

Product Support of Electronics Arts products that are basically Games of Different Genre and Different platforms.

* Responsible for relationship building and resolving customer inquiries in a professional manner.
* Testing game functionality before the release and documenting the same.
* Handling customer inquiries/escalations both chat & email with high quality processing service to achieve maximum customer satisfaction within the specified SLA’s.
* Working independently, completes assigned tasks in the established timeframe, completes regular assignments without reminders or additional requests.
* Identify and escalate priority issues.
* Communicate and coordinate with internal departments and follow up on customer prior complaints/query.
* Direct requests and unresolved issues to the designated resource.
* Works on issues that range from answering product questions to providing basic to moderately complex technical support when caller is experiencing difficulty using a product.
* Responds to billing questions, including assisting with updating new product information, cancelling accounts and issuing refunds.
* Troubleshooting complex technical issues ranging from hardware to software (Games) and Network troubleshooting.
* Reporting issue that need investigation to next level of support team if required also to the Development Studio.
* Checking Network issue while playing online games.
* Handling In-Game Related Contact as a specialist.
* Mentoring new team member as a subject Matter Expert.

Education

Uttar Pradesh Technical University July 2014

Bachelor of Technology in Computer Science

First Division

Percentage-(62 %)

Army Public School, Jaipur Rajasthan March 2008

All India Senior Secondary Examination

First Division

Percentage-(69 %)

Army Public School, Kanpur Uttar Pradesh March 2006

All India Secondary Examination

First Division

Percentage-(72.6 %)

Academic Projects

* Summer Training Project Development of WEB MODULE OF WSG COMPLIANT FOR 509 ARMY BASE WORKSHOP INTRANET WEBSITE.
* Web Application of Sales, Purchase & Insurance.
* Leave Portal (WEB BASED APPLICATION ON ASP.NET).
* SRS Submission on Unique ID Management in TGMC 2011.

Certifications

* Web Application Development in ASP.NET July 2011.
* Pursing CCNA Routing and Switching through online Portal. Preparing for **CCNAX(200-120).**

Industrial Training

* Undergone Summer Training of 6 weeks in 509 ARMY BASE WORKSHOP AGRA.

Self-Analysis

Realistic approach to life, adaptable, values, commitments, analytical, good listener, unsupervised and proactive.

Personal Details

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| --- | --- |
| Date Of Birth: | July 03,1991 |
| Father’s Name: | Mohd. Akram |
| Mother’s Name: | Shabnam Parveen |
| Nationality : | Indian |
| Passport Number: | L2756199 |

Declaration

I hereby declare that all the given information is correct to best of my knowledge.

Date:

Place: Hyderabad (Mohd Azam)