Abdul Fareed

+91- 9807385184   fareed0790@gmail.com

To become a successful professional in the field of network technology and to work in an innovative and competitive world which will help me to explore my potential and ultimately benefit the organization by using best of it.

Experience(7.5Yrs.)

10/2023 to Present

Warehouse Executive
Regenvo Mobile Pvt Ltd, Lucknow. (VIVO)
- Oversee daily warehouse operations, including receiving, storing, and shipping of products.
- Managed day-to-day warehouse activities, including inventory control, order processing, and shipment coordination.
- Utilized warehouse management Portal CRM to track and report key performance indicators (KPIs) for continuous improvement.

02/2020 to 05/2023

TSG Associate
(Vodafone Idea) Payroll KVC Consultants Ltd., Lucknow.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Site Testing in high complain zone also as per kpi report in all technology using tools- Google Earth, G-net Track Lite.
- Maintained customer privacy and protected company operations by keeping information private and confidential.
- Assisted customers with questions and resolution of issues to maintain high satisfaction ratings.
- Engaged in conversation with customers to understand needs, resolve issues and answer product questions.

Highlights

- Results-oriented
- Revenue generation
- Business development
- Effective marketing
- Organisational capacity
- Operability and commitment
- Ability to motivate staff and maintain good relations
- Resistance to stress
- Good manners

Education

B.Tech in C.S.E - 2013
AZAD INSTITUTE OF ENGG. & TECHNOLOGY, LUCKNOW. (UPTU)

M.B.A(Distance) in IT & MARKETTING-2017
SHUBHARTI UNIVERSITY, MEERUT.

Hobbies

- Travelling
- Movies
- Exploring Awadhi Food

05/2018 to 05/2019

Sr. Customer Support Executive
HCL Tech. Ltd. , Lucknow.

- Provided technical support to customers by identifying causes of problems, researching and offering effective solutions.
- Responded to customer concerns and engaged in conversation with customers to understand needs, resolve issues and answer product questions.
- Coordinated equipment repairs and maintenance.

03/2015 to 01/2018

IT Support.
Apex Systems & Services, Lucknow.

- Managed, troubleshot, backed up and restored data, operating systems, files, documents and drivers to provide comprehensive systems management and support.
- Diagnosed, troubleshot and resolved hardware and system problems.
- Designed, configured and tested computer hardware and operating system software.
- Making Tender document and BOQ.
- Providing support for uploading and opening E-tender.

Skills

- Operating Systems : Window/10/2000/XP, Vista.
- Warehouse Management
- Team Leadership
- Inventory Control
- Supply Chain Management
- Drive testing software : TEMS, NEMO, Map info & Google Earth.
- NETACT : KPI Data Pulling, Monitoring KPI's
- Types of Networks : LAN/WAN technologies and RF connectivity.

Certification

- Certification in Network Administration course from Jetking Lucknow.

Declaration

I consider myself familiar with Network, RF technology and Computer Engineering aspects and am also confident of my ability to work in a team. I hearby declare that the information furnished above is true to the best of my knowledge.

Fareed

(ABDUL FAREED)

LUCKNOW

DATE: