

Ismaael Baig

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Professional Profile

I am an enthusiastic and dedicated professional with experience in customer service and IT support. A strong team player with excellent communication skills and a commitment to delivering high-quality service. Passionate about technology and effective problem-solving, with a proactive approach to addressing client needs.

Work Experience**First Line Support**

MAH IT Services (Remote, under my dad)

January 2024 – Present

- Delivering technical support to clients, resolving hardware and software issues efficiently.
- Managing support tickets and documenting all interactions and solutions provided.
- Collaborating with team members to enhance service delivery and improve customer satisfaction.

Sales Assistant

Screwfix, Branston

February 2024 – Present

- Assisting customers with product inquiries and providing exceptional service.
- Maintaining store organization and inventory management.
- Collaborating with team members to ensure smooth store operations.

Crew Member

McDonald's, Stretton

November 2020 – December 2023

- Provided exceptional customer service in a high-volume environment.

- Assisted in food preparation, order processing, and maintaining restaurant cleanliness.
 - Worked effectively within a team to ensure smooth operations and customer satisfaction.
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Education

Burton and South Derbyshire College

Infrastructure Technician and Cyber Security

September 2023 – Present

John Taylor High School

Finished school in July 2022

Skills

- Excellent communication and interpersonal skills
 - Strong problem-solving abilities
 - Proficient in IT troubleshooting and support
 - Customer service oriented with a professional demeanour
 - Team player with a positive attitude
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Interests

- Enjoy watching and playing football and cricket
 - Keen on outdoor activities such as walking and spending time with family
 - Occasionally engage in gaming
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References

Available upon request.