

Imran Baig Mohammed

Seeking a challenging career with a progressive organization, where i can utilize my technical skills and abilities in the best possible way for achieving the required goals.

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📍 2663 B, Priscilla St, Ottawa, Canada

WORK EXPERIENCE

Assistant Manager

Quckie Stores

12/2018 – Present

Ottawa

Achievements/Tasks

- Design and implement new ideas for customer service and employee satisfaction
- Respond to telephone inquiries, providing quality service to customers
- Listen attentively to caller needs to ensure a positive customer experience
- Instruct employees in appropriately handling different types of situations

Contact: Azam Khan – 613-263-8397

Customer Service Intern

SnowM Inc

05/2017 – 08/2017

Ottawa

Achievements/Tasks

- Gathering Customer feedback on the company IOT devices
- Accepting orders from the clients
- Providing on call device setup to the customers
- Making sure Customers get Quality Trouble shoot by routing calls to respective support group
- Providing daily updates to the product supervisor

Contact: Naveen Sai Muthyala – naveen@snow.io

EDUCATION

Masters Of Engineering in Electrical and Computer Engineering

University of Ottawa

01/2017 – 12/2018

8.3 GPA

Courses

- Multimedia Distributed Database Systems
- Computer Communication Networks
- Neural networks and Fuzzy systems
- Sensory systems & Signal Processing
- Multimedia Communications

Bachelor of Technology in Electrical and Electronics Engineering

Lakireddy Balireddy College of Engineering

08/2012 – 05/2016

85%

TECHNICAL SKILLS

Tools	Microsoft Excel, Office 365, MySQLWorkbench, PyCharm, Oracle VM VirtualBox	Platforms	Windows(7,10), Linux
Programming Languages	Python, SQL, C		

SKILLS

Decision Making

Teamwork

Problem Solving

Time Management

Critical thinking

Strong Communication skills