S.H.M. MOHIUDDIN

PATENT ENGINEER | TECHNICAL & CUSTOMER SUPPORT EXPERT | ⦿ BANGLADESH ☎ +8801687606755

⦿ DETAILS ⦿

120, Purbo Nayatola, Mogbazar, Dhaka.
Bangladesh
+8801687606755
mohiuddinsadman6@gmail.com

⦿ LINKS ⦿

linkedin

⦿ SKILLS ⦿

Troubleshooting (Problem Solving)

Customer Service

Customer Satisfaction

Product Support

Product Quality (QA/QC)

Intellectual Property

Patent Analysis and Evaluation

Technical Support

Business To Business

Intellectual Property Management

Quality Assurance

Technical Information

Management

Postman

Customer Relationship Management

Property Management

Customer Support

Electronic Components

Innovation

Software Patents

Communications

Computer Hardware

Employee Training

👤 PROFILE

I've always been drawn to solving technical challenges, whether they involve software, hardware, or working with people. My passion lies in finding solutions, be it for humans or machines. With more than four years of hands-on experience, I've successfully navigated roles in direct and remote technical support, customer and B2B support, technical troubleshooting, and Intellectual Property Management. I'm eager to apply my expertise to contribute effectively in your team.

💼 EMPLOYMENT HISTORY

Patent Engineer at Peplink
March 2023 — Present

• Intellectual Property Management
• Expertise in Intellectual Property Law
• Proficient in Office Action Responses
• In-depth Knowledge of US Patent System
• Specialized in Software Patents
• Patent Preparation
• Patent Analysis and Evaluation
• Assessment of Patentability
• Expertise in Patent Law and Regulations

Partner Support Agent(Technical Support For Partners) at Ding
April 2022 — March 2023

• Delivering technical and non-technical support and product education to current and potential B2B partners via various communication channels such as CRM platform, Email, Zoom, Skype, Teams, and Slack.
• Analyzing technical inquiries to identify the most appropriate solution and provide a prompt response.
• Collaborating with internal teams and external stakeholders to address distributor queries and ensure a positive customer experience.
• Creating and updating new operators, products, and other relevant information for operators.
• Compiling Weekly/Bi-weekly reports on customer satisfaction survey analysis (CSAT).
• Developing Knowledge Base Articles on a range of technical and non-technical topics to support the team.
• Providing insights and feedback to enhance the Partner Support experience and identify emerging trends or issues.
• Conducting initial interviews, providing training to junior team members, and generating Quality Assurance reports monitoring their development progress.
• Proficient in Postman, Looker, and HubSpot.

Engineer(Technical Support) at OPPO
January 2021 — April 2022

• Improved system performance and reduced lag time by suggesting hardware and software modifications.
• Conducted comprehensive testing of new product offerings to identify bugs and enhance development.

• Collaborated with supervisors to expedite customer inquiries and technical issues.
• Resolved diverse technical issues across multiple systems and applications for customers.
• Maintained and updated customer service databases to ensure accuracy and accessibility.
• Documented all client and work order notes for future reference.
• Provided end users with basic troubleshooting support and resolved 20-30 technical inquiries per day.
• Removed malware, ransomware, and other security threats from laptops and desktop systems.
• Ensured optimal customer satisfaction by following up with clients after support engagement and problem resolution.
• Assisted customers in identifying and resolving issues to restore service and functionality.
• Installed software patches and updates to protect data and eliminate security problems.
• Configured hardware, devices, and software to set up employee workstations.
• Simplified technical information for non-technical individuals to enhance understanding.
• Maintained detailed transaction and support interaction records for future reference and knowledge base expansion.
• Achieved a one-hour resolution time for system, hardware, and telephone issues, increasing efficiency across departments.

Engineer(Maintenance) at OPPO
July 2019 — December 2020

* To detect, maintain and replace mobile phones, issuing inspection results to provide accurate proof for smartphone charge or replacement.
* To analyze and solve the problem which is getting by the customers, which may be done by software or hardware.
* Familiar with electronic components of smartphones and computers, capable to use electronic instruments to measure components and circuits.
* To complete company requirements on the data of the repaired mobile phone and be responsible for smartphone components counting.
* To Implement strictly company maintenance regulation, using maintenance tools properly.
* To participate in various training activities and implement repair operation process.
*To maintain 6S, SST standard.
* To complete other tasks assigned by supervisor.
*Greet and welcome the customers to the customer care and listen to their needs and troubleshoot problems and provide solutions
*Collect product quality issues and feedback to the technical manager

EDUCATION

Bachelor of Science, International Islamic University Chittagong.
March 2014 — March 2018

Higher Secondary Certificate, Government City College Chittagong.
2011 — 2013

Secondary School Certificate, Chittagong Government High School.
2006 — 2010

REFERENCES

Kamol Roy from Optimizely
Kamol.roy@optimizely.com   +8801762709943

Md. Anowar Hosen from OPPO
anowaruits@gmail.com +8801843087339

Md. Rashedul Islam from International Islamic University Chittagong
rashed_maths@yahoo.com +8801717121186