

Curriculum Vitae

AHMED FARAZ

Mobile: +966 537623268

Email-id: ahmedfaraz900@gmail.com

Professional Summary :

Experience and knowledgeable Information Technology professional, In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing customer and end-user help desk support. Easily identifies and resolves technical issues and concerns.

Work experience

- | | |
|-----------------------|--|
| 2015 TO Present | IT & Technical Support Khalid Ahmed Alamoudi & Sons Co. (Roadmaster Telematics) <ul style="list-style-type: none">➤ Administering and managing the complete GPS software's, user accounts & tracking devices.➤ Resolve customer complaints and concerns with strong verbal and negotiation skills.➤ Train new employees and explain protocols clearly and efficiently.➤ After sales support to clients and dealers.➤ An in-depth understanding of the software and equipment's.➤ Management of the complete day to day works of technical and support team.➤ Configure a client account on requirement in CMS Manager & software.➤ Paying telecom bills assurance, ordering new m2m sim cards.➤ Managing the ERP Systems of Focus Soft net & Odoo ERP system & CRM.➤ Integration of GPS Software with Government's WASL platform. |
| 2014 TO 2015 | Installations and Maintenance Coordinator Khalid Ahmed Alamoudi & Sons Co. (Roadmaster Telematics) <ul style="list-style-type: none">➤ Scheduling installation and maintenance with the clients.➤ Configuring and checking devices and ensuring the connectivity of GPS & GSM.➤ Oversee maintenance department and ensure customer satisfaction.➤ Maintain day to day data records in Focus & Google Drive.➤ Any type of hardware & GPS Device programming and troubleshooting.➤ Inventory of Spare parts in Focus, Odoo & Google Drive, managing warehouse. |
| 2013 TO 2014 | Sales Operation Coordinator Khalid Ahmed Alamoudi & Sons Co. (Roadmaster Telematics) <ul style="list-style-type: none">➤ Managing and evaluating data to determine the effectiveness of a product or campaign.➤ Creating contracts and proposals to satisfy both company and customer needs.➤ Training new and current employees.➤ Work directly with sales team to provide timely sales analytics including weekly pipeline analysis, forecasting, sales results.➤ Maintaining customer relationship.➤ Attending sales meeting and meeting with the client.➤ Maintaining customer information in Google Drive, HubSpot and Focus. |

Academic Qualifications:

2012 Bachelors of Commerce – Computers
 St. Mary's University - India

Computer literacy:

Hardware and Networking: MCSE, MCITP, CCNA, CCNP, EXCHANGE SERVER 2010

Operating System : Windows 10, 7, 8, 8.1, XP Professional, Vista

Others:

- Knowledge in Basic Networking and Computer Hardware.
- Knowledge in MCSE, MCITP, EXCHANGE SERVER 2010.
- Knowledge in different kinds of PC & hardware.
- Monitoring, optimizing and managing network performance
- Sound basics and latest hardware developments in Intel.
- Troubleshooting basic Network, Hardware and Software issues.
- Graphic Designing with Photoshop, Illustrator and In Design

Personal Skills:

- High self-motivation.
- The tenacious attitude to work under pressure.
- Ability to work well in a team and an individual environment.
- Time management.
- Creativity to think and explore innovating ideas.
- High level of optimism.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

(Ahmed Faraz)