

# Adil Umar



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## Summary

Multi-talented Technical Support Expert with over 7 years of experience in Telematics Industry.

Excellent reputation for resolving technical problems, customer satisfaction, and driving overall operational improvements.

Consistently saved costs while increasing profits. Outstanding performer in digital communication, business development, team management and relationship management.

Proven success in leadership with keen understanding of elements of company business.

## Experience



### Telematics Expert

Teltonika Telematics

Dec 2019 - Present (1 year 1 month +)

Providing expert consultancy for organization growth.

Developing and Promoting technical solutions which support the business requirements.

Won projects, Increased turnover using business and telematics proficiency.

Accountable for R&D processing and all Technical activities.



### Head of Technical Support

Teltonika

Feb 2015 - Dec 2019 (4 years 11 months)

Managed a team of technical support engineers for pre-sales and after sales support.

Hired, developed highly efficient technical support team through coaching and professional development opportunities.

Helped team with day-to-day work and complex problems by applying motivational and analytical strategies.

Tracked KPIs and created continuous improvement plans and worked with R&D team for current and future products.

Increased customer satisfaction ratings.

Retained existing clients and developed new accounts by extending high quality and efficient support service.

Increased sales by educating prospects in comparison to competitors.



### Technical Support Expert

Teltonika

Feb 2017 - Jan 2018 (1 year)

Responded to support requests from end users, re-sellers and sales team patiently through troubleshooting tasks via email, phone, website and several help desk portals.

Tested new product offerings prior to release to assist development team in bug identification.

Collaborated with vendors to resolve advanced problems.

Delivered technical sales presentations, lectures and explaining value and benefits of Teltonika products to re-sellers and sales team.



## **Technical Support Engineer**

Teltonika

Apr 2013 - Feb 2015 (1 year 11 months)

Installation, Assembling & Upgrading of GPS tracking devices.

Responded to support requests from end users, re-sellers and sales team patiently through troubleshooting tasks via email, phone, website and several help desk portals.

Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.

Worked with software development team on reported errors and bugs on newly released firmware and assisted in deployment of release fixes.

Delivered technical sales presentations, lectures and explaining value of Teltonika products to re-sellers and sales team.

## **Education**



### **Vilnius Tech - Vilnius Gediminas Technical University**

Master of Business Management, International Business

2016 - 2018



### **Sir Syed University of Engineering & Technology (SSUET)**

Bachelor of Science - BS, Electronics Engineering

2008 - 2011

## **Licenses & Certifications**



### **Vehicle Driving License - Roads and Transport Authority**

Issued 2015 - Expires 2025



### **IELTS - British Council**

## **Skills**

Technical Support • Team Leadership • Business Management • Business Development • Employee Training • Team Building • Customer Relations • Technical Solution • Flexibility • Patience

## **Honors & Awards**



### **Most Courteous Engineer of Teltonika - For year 2017**