

Syed Aamir Jalali.

CURRENT LOCATION
Srinagar, Jammu and
Kashmir

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EMAIL
syedaamir692@gmail.com

GENDER
Male

DATE OF BIRTH
October 23, 1991

NATIONALITY
Indian

Total Exp till date:
7 years & 9 months

CAREER SUMMARY

I want to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities.

Help the organization on the effective ways. Ensure that the productivity reaches maximum audiences, create demand in market, and induce purchases from interested customers.

Syed Aamir Jalali

The below information indicates that I am providing **over 7 years** of pioneering success and expertise in the field of Quality and Leadership.

PROFESSIONAL EXPERIENCE

Unosis Technologies Pvt Ltd | May 2015 till Oct 2016

Senior Technical Support Associate (Mentor)



Duties and Responsibilities:

- Working with customers/employees to identify computer problems and advising on the solution.
- Logging and keeping records of customer/employee queries.
- Analyzing call logs so you can spot common trends and underlying problems.
- Updating self-help documents so customers/employees can try to fix problems themselves.
- Working with engineers to fix issues of customers/employees if the problem is more serious.
- Testing and fixing faulty equipment.
- Offer alternative solutions where appropriate with the objective of retaining customers and client's business.
- Organize ideas and communicate oral messages appropriate to listeners and situations.
- Follow up and make scheduled call backs to customers where necessary.
- Stay current with system information, changes and updates.
- Management of team.

SkyFill Technologies Pvt Ltd | Oct 2016 till Nov 2017

Senior Technical Support Associate



Duties and Responsibilities:

- Logging and keeping records of customer/employee queries.
- Organize ideas and communicate oral messages appropriate to listeners and situations.
- Working with engineers to fix issues of customers/employees if the problem is more serious.
- Working on escalated cases.
- Offer alternative solutions where appropriate with the objective of retaining customers.
- Management of team.

AUY Solutions | Dec 2017 till Jul 2020
Tech Team Leader



Duties and Responsibilities:

- Logging and keeping records of customer/employee queries.
- To make sure an organization is running as well as it possibly can, with a smooth efficient service that meets the expectations and needs of customers and clients
- Planning, organizing, coordinating, and controlling all the resources needed to produce a company's goods and services.
- Working on escalated cases.
- Responsible for managing daily **technical operations** for organization while ensuring overall efficiency.
- Team management.

Accurate Source.com Inc. | Aug 2020 (Present)
Client Care Representative



Duties and Responsibilities:

- Criminal background checkups in all 58 Counties for California
- Achieving a low turnaround time for completing checks.
- Addressing customer issues and resolve them in a timely manner.
- Troubleshoot problems and see them through to resolution.
- Taking ownership of customer issues.
- Escalating unresolved issues to the appropriate internal teams.
- Collect prompt and accurate feedback from customers.
- Handling customer disputes and resolve them in a timely manner.

EDUCATION

Bachelors of Technology (B. Tech), Information Technology, June-2014
Jawaharlal Nehru Technological University, Hyderabad, India.

TECHNICAL SKILLS

- Knowledge of excel, MS Office, Photoshop, and HTML.
- Knowledge of content management systems and editing software.
- Excellent written, editing, and proof reading skills.
- Knowledge in writing all types of web content.

COMPUTER SKILLS

- Operating Systems: Microsoft and Macintosh.

- Web Technologies: HTML
- Security Tools: Norton, McAfee Software Firewalls etc.
- Remote Application: LogMeIn, Team Viewer and GoToAssist etc.
- Application software: Photoshop, Adobe reader, WinRAR, Nero, and Roxio etc.

PERSONAL SKILLS

- Good motivational and decision-making skills.
- Ability to explain ideas clearly.
- Innovative ideas.
- Can successfully accomplish any given task
- I have leadership qualities, good in team work.
- Excellent Communication Skills
- Strong creativity and critical thinking abilities
- Self-motivated, and customer-service oriented
- Good knowledge of various functionalities related to the computer and its features.

EXTRA-CURRICULAR ACCOLADES

- Leadership Experience in school & college
- Attended seminars & Debates
- Gave paper presentations
- Was an anchor in my college for all the four years and handled the crowd during events.
- Participated in the college's football and the cricket team.
- Athletics, a good personality.
- A good swimmer.
- Adaptable in any kind of environment.
- I can join immediately and just a notice period of 1 month has to be spent in the existing organization.