**MUHAMMAD ABDUSSAMAD**

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**PROFESSIONAL SUMMARY**

• Goal-oriented and collaborative IT network professional with experience applying hardware, installation, administration, and network configuration to support business needs.

• 4 years of experience in network protocols, Firewalls and Communication Network design. • Experience in layer 3 routing and layer 2 switching.

• Participates in projects and provides resolution and feedback based on the analysis.

• 3 years of experience in customer facing role, remote support, telephone support, resolve problems sufficiently through verbal description via telephone or e-support.

• Take coordination ownership of customer cases highlighted as exception using appropriate tools & reports. • Coordinate the internal/external resources in a proper manner to seek for customer case resolution. Monitor and own the overall service event to its completion.

• Record exceptional case progress and status as per defined system procedure. Keep case documentation as per requirements.

• Interact with call centers mentors, Customer escalation teams, Advanced Technical Specialist, and many other relevant internal resources.

• Customer’s escalations and follow up until resolution.

• Provide feedback to the Management for his/her daily tasks. Focus on the achievement of team goals for operational excellence.

• Excellent customer skills, courteous, assertive, and motivated to take charge of both customer engagement and problem resolution.

• Positive attitude towards team members, customers and partners. Encourages outstanding team morale and maintains highest ethical standards.

• Capable of being self-managed, be a team player, quality conscious, efficient, flexible and be eager to share and acquire knowledge.

• Basic Presentation Skills and Time management skills and working with tough deadlines.

• Ability to handle difficult customers. Efficiencies. Adapt in supporting technical and nontechnical audiences.

• Network Management: SNMP, Cisco Works

• Team leadership.

• Platforms: Cisco IOS(11.x, 12.x), PIX IOS(6.x, 7.x)

• Self-motivated. • Operating systems: Windows

• Project management.

• Routing Protocols: RIP, IGRP, EIGRP, OSPF, IS-IS, BGP,HSRP & VRRP

• Excellent communication and presentation skills.

• Infrastructure services: DHCP, DNS, SMTP, FTP, TFTP • Good analytical abilities, confident, Patient and polite.

• LAN Technologies: Ethernet, Fast Ethernet, Gigabit Ethernet, & 10 Gigabit Ethernet

• Expert in English: Read, Write and Speak.

• Other Languages: Urdu, Kannada,Hindi

**PROFESSIONAL EXPERIENCE**

08/2010 to 04/2015 Technical Support Executive II HP - Call Centre / Bangalore, India

• Answer incoming calls and analyze the queries and problems of the callers.

• Troubleshooting and Testing of networking system • Perform security check and verify details of the customer, service plan and other Specifications in the CRM.

• Log in nature of complaint and other details regarding the problem as provided by the callers.

• Assign complaint ID and inform the customer regarding approximate time needed for the resolution of the problem

• Ensure customer satisfaction and escalate calls to Floor Manager if the caller is not satisfied.

• Train new executives on corporate etiquette, service plans, troubleshooting, etc.

**EDUCATION**

Bachelor of Mechanical Engineering Bangalore University, Karnataka, India

• HP Accredited Solutions Expert (HP ASE)

**PERSONAL INFORMATION**

Sex & Marital Status: Male & Married; DOB: 42 years, 29 Apr 1976; Nationality: Indian;