



PROFILE

To Obtain a position where my experience and education can be utilized and expanded.

CONTACT

PHONE:
+971 568503897

EMAIL

Sashasheikh360@gmail.com

Hobbies
Project Maker

PERSONAL INFORMATION

Father's Name: Mr. Haider Imam
Date of Birth : 02-Sep.-1998

Languages Known
English, Hindi
Bengali & Urdu

Marital status: Unmarried
Gender : Male
Nationality: Indian

PERMANENT ADDRESS

Flat no 101 Saravan
Restaurant Building Near
Hamed Center Electra
Street, Abu Dhabi.

SHEIKH MOHAMMAD NESHAT HAIDER

(IT CUM CUSTOMER SERVICE)

EDUCATION

Maulana Mazharul Haque

2016 - 2019

Bachelor of Computer Application

Mahant Hanuman Sharan College, Rajapur, Mainpura, Patna

2014 - 2016
Class 12th
Bihar School Examination Board

St. Xavier High School Patna

2014
Bihar School Examination Board

OBJECTIVE

To seek a challenging position in the field of **IT Cum Customer Service** the opportunity to utilize and develop my knowledge and skill in the field looking for diversity, flexibility and grow with the organization.

PROFESSIONAL QUALIFICATION

- ☐ Bachelor of Computer Application
- ☐ Diploma in Industrial Fire & Construction Safety Management
- ☐ Fire Fighting
- ☐ First Aid
- **COVID 19(Awareness & Prevention)**
Certificate No- GIHM-Delhi/COVID19/Pro/20/5853

COMPUTER SKILLS

- Programming Languages :- JAVA, DOT NET (.NET), C, C++
- Operating System :-WINDOW xp, LINUX
- Web Designing :-HTML
- MS WORD, MS OFFICE, POWER POINT, MS EXCEL, PHOTOSHOP, PAINT, Outlook
- DCA

WORK EXPERIENCE

●PETRON ENGINEERING CONSTRUCTION (Work Experience 02 Years)

Position held: **IT CUM CUSTOMER SERVICE**

Project- Civil Infrastructure, Construction of Petro chemical Refinery at Mumbai, India.

From: 11th September 2017 to 7th August 2019

●EMARAT CONSTRUCTION PVT LTD

Position held: **IT CUM CUSTOMER SERVICE**

Project- Construction of Residential Building, Chitkohra, District- Patna,800002 Bihar

From: 13th August 2019 to 22nd September

●PROGOTI EXCHANGE CO (HEAD OFFICE, ABU DHABI)

Position held: **IT ASSISTANT CUM CUSTOMER SERVICE**

From: 25th November 2021 to till now

IT SUPPORT ROLE AND RESPONSIBILITIES

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Testing new technology
- Possibly training junior staff

CUSTOMER SERVICE ROLE AND RESPONSIBILITIES

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.