

Mohammed Shahid Afridi

Technical Support Engineer | Aerospace Research Intern | Marketing and Sales

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Nationality: Indian

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## Professional Summary

Technical Support Engineer with proven expertise in customer service, technical Troubleshooting, and sales. Excel at diagnosing hardware and software issues, ensuring Seamless client experiences while achieving sales targets. Handled complex technical Challenges, Strong analytical and problem-solving skills to every role. Passionate about Leveraging technology to drive operational excellence, eager to contribute to innovative, Customer-focused environments.

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## Work Experience

### **Technical Support Engineer**

**Hewlett-Packard Inc.**

November 2023 to December 2024

As a Technical Support Engineer L1 at HP my job usually requires me to Give Hardware and Software Related Troubleshooting and Solving any or all problems related to it, furthermore Remotely resolving any or all issues occurring in commercial PC's and Laptops of America Region. With actively pitching In for closing a sale based on customer requirements such as selling a computer system or Extending Computer Warranties ensuring the customers account to stay with us.

### **Customer Support Representative**

**[24]7.ai**

**July 2023 to October 2023**

Remote sales representative for bestbuy clients and assisted American consumers.

## **Aerospace Research Intern**

### **Rescape Aerospace**

November 2022 to August 2023

Computer Science, Navigation Systems and Guidance, Aerodynamics.

Tools used : Microsoft 365, AutoCAD , Solidworks, Ansys.

## **Sales and Marketing**

### **Skill Vertex**

**January 2022 to March 2022**

Generating potential leads using marketing resources and providing tailored courses, Helping the company grow as a BDE

## **Operations Executive**

### **Aegis Startek**

December 2019 to September 2020

Operating as a Customer Support Representative for both Inbound and Outbound calls for Reliance Jio Telecom and E-commerce Application Ajoio.

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## **Education**

### **Bachelor's degree in Aeronautical Engineering**

**Jain University International Institute of Aerospace and Management – Bangalore, Karnataka**

May 2019 to June 2023

### **12<sup>th</sup> in Science (Physics, Chemistry, Mathematics, Computer Science)**

**Teacher Academy Group of Institutions – Bengaluru, Karnataka**

March 2017 to June 2018

### **10<sup>th</sup> Pass in Computer Science as main Subject**

Seventh day Adventist higher primary school – Bengaluru, Karnataka

June 2015 to June 2016

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### **Certifications**

Microsoft Learn Ambassador – AI

**LinkedIn** - Catia V5

**LinkedIn** – Composite Design and Manufacturing

**Verzeo** – AutoCAD

**IBM** – Applied Data Science Level 2

**Udemy** – Introduction to Aeronautical Engineering

**University of Helsinki** – Elements of AI

**Google Digital Garage** – The Fundamentals of Digital Marketing

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### **Key Skills**

#### **Professional Skills:**

- Organizational skills
- Designing (AutoCAD and Solidworks)
- Hardware and Software troubleshooting for PCs Laptops and printers
- Sales
- Leadership
- Customer Service
- Microsoft Office 365 and Dynamics CRM tools
- Communication skills **Basic Key**

**Skills:**

- Effective Communication and Collaboration
  - Time Management and Organization
  - Customer Service Orientation
  - Adaptability and Problem-Solving
  - Proficiency in Microsoft Office Tools
  - AutoCAD
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**Languages**

- English: Fluent
  - Urdu: Conversational
  - Hindi: Fluent
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