A. USMAN ALI

E-Mail Id:usmanali.a1999@gmail.com

Contact No. +971-544399417

OBJECTIVES:

To be an eminent Computer Engineer seeking challenging and responsible position where my education abilities and potential can be fully and efficiently utilized in an organization, which offers opportunities of growth.

WORK EXPERIENCE:

1. Working as **Customer Care Executive** at Alphentrix Global Services Pvt.Ltd, in Chennai India. (From May 2023 to November 2023).
2. Working as **Customer Care Executive** at Allsec Technologies Ltd, in Chennai India.(From December 2022 to May 2023).
3. Worked as **CCTV & DESKTOP SERVICE ENGINEER** at Cloud Technologies Solutions, in Thanjavur India from September 2020 to April 2021.

Responsibilities:

- Handling the customer calls
- Installation and commissioning of CCTV Systems.
- Maintenance and fault calls on and CCTV Systems.
- Installation and testing of Structured Cabling Systems.
- Interpreting and understanding proposal documents, schematics and drawings
- Ensure the highest quality of workmanship at all times.
- Ensure accurate, clear and concise documentation at all times.
- Efficiently handling inbound and outbound calls and transferring them to the relevant agent or department as per tele calling script.
- Conducting surveys to collect data about customer satisfaction, churn rate, brand image and awareness, etc.
- Making appointments that fit into the schedule of the client and the customer.
- Assisting them if they are facing a problem and troubleshooting it.
- Ensuring the customer has a positive experience with the company.
- Overseeing timely delivery and payment of sales orders.
- MS office (power point,word,excels) reports.

SKILLS:

- CCTV (Installation & Servicing).
- Computer Hardware & Software (Installation & Servicing).
- Microsoft Excel work.

PROJECTS:

1. Design and Fabrication of **SHOCK ABSORBER** using **Compressed Air Generation** in FINAL YEAR.

WORKSHOPS PARTICIPATED:

1. Five-Day Vocational training workshop on **FUNDAMENTALS OF TELECOM** held at BHARAT SANCHAR NIGAM LIMITED (BSNL)
2. Six Months Course On **HTML, Java Script, Angular, CSS & DOM** held at Accord Info Matrix.

EDUCATIONAL QUALIFICATION:

Course	Institute	University / Board	Percentage	Year of Passing
B.E (CSE)	Parisutham Institute of Technology and Science, Thanjavur	Anna University	64%	2020
DIPLOMA(CSE)	Periyar Centenary Polytechnic college, Thanjavur	Periyar University	64%	2017
S.S.L.C	Thirumagal Higher Secondary School, Thanjavur	State Board	51%	2014

Personal Details:

Nationality   : India

Religion   : Muslim

Date of birth   : 26-04-1999

Age   24

Gender   : Male

Marital status   : Unmarried

Languages Known : English,Tamil,Hindi &Urdu.

DECLARATION:

I, hereby declare that all the details mentioned above are true to the best of my knowledge and

belief.

Date :

(USMAN ALI.A)