

CURRICULUM VITAE

PERSONAL DETAILS

Name in full : M. I. M. FAZIL RAHMAN.
Address : 28/1 Ambagaha Junction, Gothatuwa.
Mobile : 0094-(0) 758816439, 0094-(0) 777391178
E-mail : Fazil.rahman2016@gmail.com
Gender : Male
Marital Status : Married
Date of birth : 12/10/1994
Nationality : Sri Lankan
Religion : Islam
N.I.C : 942861893v

CAREER GOALS & OBJECTIVES

To secure an executive-level position in a reputed firm to **improve** and use my **skills**, **knowledge** and **get experience**. My goal is to be in the highest position as a professional in the avocation by proving my ability to handle my duties in the most prominent manner.

EMPLOYMENT HISTORY

- Worked as an Technical Support Executive (Level 1) at EVES INFORMATION TECHNOLOGY LANKA (PVT) LTD.
- Promoted as an Technical Support Engineer (Level 1) at EVES INFORMATION TECHNOLOGY LANKA (PVT) LTD.
- Currently employed as an Assistant Manager (L1 Service & Support Centre) at EVES INFORMATION TECHNOLOGY LANKA (PVT) LTD.

Overall Duties & responsibilities at EVES INFORMATION TECHNOLOGY (PVT) LTD:

- Logging and keeping records of customer queries.
- Updating self-help documents so customers can try to fix problems themselves
- Working with customers to identify problems and advising on the solution.
- Analyzing logs to spot common trends and underlying problems.

- Performing test protocols for latest and beta versions of the product before approving it to the client and submitting the relevant documents to Level 2 team accordingly.
- Diagnose and troubleshoot technical issues, including account setup.
- Working with next level engineers if the problem is more serious.
- Ask customers targeted questions to quickly understand the root of the problem.
- Contact users through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Properly escalate unresolved issues to appropriate internal teams (Level 2 engineers and vendor)
- Provide prompt and accurate feedback to customers.
- Ensure all issues are properly logged.
- Prioritize and manage several open issues at a time.
- Prepare accurate and timely reports.
- Document technical knowledge in the form of notes and manuals.

SUPERVISORY RESPONSIBILITIES:

- Evaluating and verifying employee performances through performance evaluation techniques.
- Selecting staff and providing work assignments.
- Identifying and ensuring staff development programs.
- Preparing different reports when and wherever required.
- Creating and deploying shift roster to the team.
- Overall technologies and systems used: **SERVICENOW, MANAGE ENGINE SERVICE DESK (Ticket System), SERVER GATEWAYS, WEBMAIL “HORDE” (local), OUTLOOK 365 AND MS EXCHANGE, CLIENT USER DATABASE, WIKI FOR VENDOR PRODUCTS (Knowledge Hub), XLITE (SIP), VODAFONE ONE NET (Soft Phone), TELEGRAM (Chatting App).**

VENDOR PRODUCTS: - DYNAMIC MOBLIE EXCHANGE, G\ON, SOTI MobiControl.

- Former Customer Service Associate at **FIRSTSOURCE-DIALOG SOLUTIONS (PVT) LTD.**

Duties & responsibilities:

Managed a high-volume workload within a deadline under driven environment. Resolved an average of 200 inquiries per day and consistently met performance Benchmarks in all areas (speed, quality of service, accuracy and customer satisfaction) while working with trouble systems.

- Technologies and systems used: CRM, CCRM, CCBS (ORACLE), AVAYA (Hard and Soft Phone), OUTLOOK WEBMAIL, KNOWLEDGE STORM & CSKH (Knowledge Hubs).

EDUCATION QUALIFICATIONS

School Attended : Mukarramah International School, Colombo - 09

- Passed G.C.E (Ordinary Level) year: 2010

EXTRA CURRICULAR ACTIVITIES

- Senior Prefect in Grade - 11 (Mukarramah International School)
- Member of Literary Association
- Group Leader of Islam Projects
- Group Leader in Science

ADDITIONAL QUALIFICATIONS

- MCTS Windows 7 configuring at Singapore informatics computer institute Sri Lanka.
- Diploma in Graphic designing at British Informatics of Computer technology.
- Diploma in Hardware Engineering at I.S.S computer Systems.

SPECIAL SKILLS

- Peoples skills.
- Creativity.
- Problem solving skills.
- Time management.
- Punctuality.
- Team work.
- Leadership skills.
- Ability to follow directions.
- Responsibility.
- Likability.
- Decision making capability.

KEY SKILLS

- Outstanding analytical, problem-solving, and troubleshooting ability.
- Superior communication (oral and written), customer service and interpersonal skills.
- Both independent and team worker, as required.
- MS Office proficiency.
- Sound knowledge in IOS and Android devices.
- Mobile device management (MDM) in IOS and Android.
- Ability to multi-task and prioritize effectively.
- Poised and patient when dealing with clients and customers.
- Provided business-clients with efficient support – Responded to phone calls, emails, and in-person requests (24/7).
- Collected information through client phone calls to identify and report product problems.
- Studying documents of vendor products to prepare training materials.
- Training newcomers.
- Experience in handling local and foreign customers.

LINGUISTIC SKILLS

	Read	Write	Understand	Verbal
English	Excellent	Excellent	Excellent	Excellent
Sinhala	Very Good	Very Good	Very Good	Very Good
Tamil	Very Good	Very Good	Very Good	Very Good

NON-RELATED REFERENCES

- MR. AZAM HUSSAIN SALLIE
MANAGING DIRECTOR
EVES INFORMATION TECHNOLOGY (PVT) LTD
MOBILE: +94 7734 11250

- MR. DAHAM BABILEGEDARA
MANAGER (SERVICE & SUPPORT CENTER)
EVES INFORMATION TECHNOLOGY (PVT) LTD
MOBILE: +94 7754 11045

Certificates and testimonials would be produced at the interview for further confirmation. I do hereby confirm that the above details are true and correct to the best of my knowledge and I undertake to carry out duties entrusted to me, to my best ability if I am given an opportunity.

Thank You.

.....

DATE

.....

FAZIL RAHMAN