



Hamza

Support Engineer

OBJECTIVE

As an Customer Support Engineer, I can utilize their technical skills and customer service experience to provide excellent support to customers.

PROFILE

I am responsible for providing technical support to customers who use a company's products or services. They assist in resolving technical issues and troubleshooting problems that customers may encounter. Work in a variety of industries, including technology, software development, and telecommunications.

- Providing customer service and technical support to customers via phone, email, or chat
- Troubleshooting software and hardware issues
- Investigating and resolving complex technical problems
- Collaborating with other members of the support team to resolve customer issues
- Documenting customer interactions and technical solutions
- Creating and maintaining technical documentation and knowledge base articles
- Testing new software releases and updates
- Identifying opportunities for process improvements and automation

EXPERIENCE

2022-Present

Veevo Tech | Jawad Towers, University Road Peshawar

SUPPORT ENGINEER

- Provided technical support to customers via phone, email, and chat
- Resolved technical issues and answered customer inquiries in a timely and efficient manner
- Worked closely with the engineering team to resolve complex technical issues
- Developed and maintained documentation for common customer issues and solutions
- Utilized CRM software and ticketing systems to manage customer interactions and track issue resolution
- Collaborated with cross-functional teams to ensure customer satisfaction

CONTACT



Address

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Nowshera Cantt



Phone

92 333 704 2137



LinkedIN

<https://www.linkedin.com/in/hamza-shahid-259009252/>

EDUCATION

2015

MATRICULATION

BISE Mardan
800/1100

2017

FSC

BISE Mardan
756/1100

2022

BACHELOR'S IN CS

Northern University
3.52/4.00

PRO.SKILLS

Technical expertise

Communication skills

Problem-solving skills

Time-management skills

Customer service skills

Teamwork skills

Continuous learning