

ZAMEER AHMED

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Designation_ CUSTOMER SUPPORT EXECUTIVE.

CAREER OBJECTIVE

Seeking a customer service position with your company where I can leverage my communication and problem-solving skills to provide exceptional service to customers and contribute to the growth of the company.

EDUCATIONAL CREDENTIALS

- SSC in 2003 from Faizan High School, Secunderabad. With 73%.
- Board of Intermediate Education Passed From Year 2003 to 2005 from St John's Church Junior College, Secunderabad, with 67%.
- Diploma in Architecture (JUNE 2006-JULY 2007) from INDO BRITISH ACADEMY Hyderabad, with 70.65% (first class)
- Graduation B,Com (2008 TO 2011) From RGR Siddhanti Degree College Secunderabad.

TECHNICAL SKILLS

- Experienced in preparing AutoCAD drafting for construction projects.
- Good knowledge of construction and design principles.
- Revit Architecture BIM (Building Information Module)
- ArcGis 10.2/10.0
- Automate Classifications of Features.

➤ **INTERPERSONAL SKILLS**

- Active listener
- Confident
- Good communication skills

➤ INTERESTS

- Preparing Food
- Playing Games
- Watching classic hindi movies

PREVIOUS WORK EXPERIENCE

Autocad Draughtsman.

Al Arrab Contracting Co, Kingdom of Saudi Arabia.

March 2014 – Sep 2017

Description- the University Campus (University Teaching Hospital UTH 450 Bed) Buildings of Design Drawings to change in Shop Drawings with all details by Schedules. A well Versed Experience in Architectural & Civil Building Plans, Sections. Elevations, Stair Details, Toilet Details, Wall Details, and Section Details, Ceiling Details, Landscape Doors and Window Details.

Checking the Drawing (Architectural) Submitted by Designers and Consultant.

Preparing Shop Drawing of each Design Drawing.

Preparing Plan, Elevation, Section of each Drawing.

Ensuring Proper timely distribution of all Drawings to related subcontractor and Construction Team.

WORK EXPERIENCE

Principal Draftsman.

Lawsn Developers, Hyderabad.

Jan 2017 – Sep 2019

- Designed and prepared plans using computer-aided design and draughting (CAD) software
- Produced effective product designs by using an understanding of engineering and manufacturing techniques
- Added structural details to architectural plans from knowledge of building techniques
- Prepared multiple versions of designs for review by engineers and architects
- Specified dimensions, materials, and procedures for new building projects or products
- Calculate dimensions and allowances with accurate precision
- Revise drawings and layouts to accommodate changes

Landscape Designer.
Aqua world greentechpvt ltd,
Hyderabad, Telangana
Dec 2019 – Till 17th March 2020

- Vast experience in landscape designing
- Great knowledge of all the principles and procedures required in landscape architect
- Able to make elaborate plans and implement them
- Highly skilled in project management
- Able to research, plan, design and analyze all alternatives before embarking on a project
- Highly knowledgeable in standard principles and practices of landscaping
- Able to represent the project to the relevant groups in an easy-to-understand language.

Customer Support Executive.
Yupptv India Pvt Ltd
Hyderabad, Telangana
March 2021 – Till date.

- Attendings the Inbound calls from the customers and assist them in resolving their issues related to Billing, Technical, and many other escalations.
- Analyzing and reporting product malfunctions.
- Creating detailed tickets regarding the customer's issue and maintain customer information in CRM tool.
- Resolve customer issues in a timely manner to ensure customer satisfaction.
- Handle customer complaints with empathy and provide appropriate solutions to their concerns.
- Maintain a high level of professionalism at all times.
- Meet performance metrics such as average handle time, quality, and customer satisfaction.
- Attend training sessions and team meetings to enhance skills and knowledge.
- Update customer information in the database as needed.
- Adhere to call center policies and procedures.

PERSONAL DETAILS

Date of birth : 12th January, 1988.
Gender : Male
Marital status : Married
Nationality : Indian
Languages known : English,Hindi,Urdu,
Telugu.
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