



## ABOUT ME

I see myself as a high achiever, in the field of Information Technology. Had an upright understanding of leading team and eight years of experience with an IT networking & software support either windows or cloud-based system, Proficient knowledge of Sales, Business Development, Customer Services, Engineering Electronics, Maintenance Division & Project Coordination.

Nationality: Pakistani  
License: PAK Driving License  
Languages: English / Urdu  
Date of Birth: 14/05/1987  
Marital Status: Married



## EDUCATION

Bachelors of Science (Electronics)

2007 - 2011, Pakistan

Sir Syed University of Engineering and  
Technology, Karachi, Pakistan

(Attested Degree can be provided upon request)

# ADEEL REHMAN

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**Manager Technical Support | Project Manager | Business Analyst**



## EXPERIENCE

**Manager Technical Support (JAN 2021 → Present)**

**Eurosoft Tech Pvt Ltd Karachi, Pakistan**

- Responsible to lead team of technical consultant, assigned for installation, training & commissioning of software which are part of overall project.
- Tracking project progress via various tools (Excel task lists and via emails/phone calls/Skype messages).
- Monitoring progress of multiple projects at the same time, identifying issues before they occur and helping resolve problems once they have occurred
- Make certain that the development team keeps versions and configurations in proper version control.
- Communicates changes, enhancements, and modifications of business requirements — verbally or through written documentation — to project managers, sponsors, and other stakeholders so that issues and solutions are understood.
- Assist in communicating statuses and challenges to sales and account management teams and to other senior managers for both projects under completion and projects that are live.
- Understanding the client and their business and the level of effort that will go into realizing the project.
- Resolve escalated enquiries and complaints, taking responsibility for the action required where necessary.
- Conduct call monitoring either by listening into recorded calls or live calls and subsequently undertakes coaching sessions with team members.
- Make sure everybody follows guidelines and processes define by the company and monitor them.
- Responsible of professional development and training for team members.
- Ensure training and development plans are maintained for all team members.
- Responsible for preparing and reporting status reports to higher management.

**TECHNICAL CONSULTANT (DEC 2017 → DEC → 2020)**

**Eurosoft Tech Pvt Ltd Karachi, Pakistan**

- Dealing with UK, Ireland and USA Based clients. Providing the remote technical support on Fleet & Dispatch management for Windows and Cloud based Software.
- Monitor issues, follow up with clients through Voice calls, Emails and Skype chat.
- Provide training to both amateur and professionals. Diagnosing problems and offering advice and solutions related to Network, hardware, software and system.

## SOFT SKILLS

Active Listening  
Communication  
Creativity  
Critical Thinking  
Customer Service  
Decision Making  
Leadership  
Problem-solving  
Teamwork

## EXPERTISE

Help Desk & Technical Support



Project Management



Middleware & Software Integration



System & Network Administration



Proficiency in MS Office



SQL Server 2008, 2012



Maintenance, Inspection & Troubleshooting



## CERTIFICATIONS

**Certified Network Security Specialist**

(CNSS) ICSI, UK - 2020

(Online Certification)

**Network Security Associate**

NSE 1 and NSE 2 by FORTINET-2020

(Online Certification)

**SQL 2008/2012**

(Self-Studying)

**CCNA Routing and Switching**

C.T.T.C Cisco Academy (Sep 2017 - Dec 2017)

**MCSA Server 2016**

C.T.T.C Cisco Academy (Sep 2017 - Dec 2017)

**Project Management Professional**

NED Academy - 2016

**Strategic Visions Workshop**

(Time lenders)

- Responsible for Installation and configuration of Microsoft SQL Server, restore databases, create login users for database and giving rights accordingly. Alter database columns using query n to make database up to client's requirements Create auto backups using SQL Server Agent, making database archive and backed up automatically.
- Integration of VOIP services like BT cloud phones, digital tapi, Panasonic, Samsung, Avaya and Ring central. Configure and maintain the FTP Server and its protocols for call recordings.
- Configure the client's server machine with Dynamic DNS to use the database route statically. Port Forwarding of Draytek, BT Hub, Virgin & Technicolor Routers.
- Online Payment Integration of Sum Up, Stripe and World Pay with Fleet & Dispatch Management Software.
- Responsible for ensuring "Above and Beyond" support is delivered to customers and that they are fully satisfied with the level of customer service delivered.

### **Projects:**

Actively worked with API developer for Fleet & Dispatch Management Software Integrations with third party suppliers (**City Fleet Business, MINICABIT, Kabbee, Gett, Booking.com and Taxi Butler**).

### **CUSTOMER SERVICE EXECUTIVE (Mar 2017 → Nov 2017)**

#### **Base Ten International Karachi, Pakistan**

- Leading a team for daily deployment of installation teams for Generator installations.
- Responsible for overall AMCs, (Annual Maintenance Contract) monthly visits and follow-ups regarding issuance of contact and billing.
- Worked as coordinator between store and workshop for repair / overhauling of Generator, Quotation making and Billing.
- Maintaining call record of customers for complains services and maintenance of generators.
- Maintaining data record of FSR (Field Service Records) and Generator commissioning reports.
- Product support with issuance of bills from job card. Minimizing outstanding and enhancing the productivity and revenue generation.
- Ensure customer stratification and AMCs compliance.

### **SERVICE ENGINEER (Nov 2014 → April 2016)**

#### **Digital World Pakistan (DWP group), Karachi, Pakistan**

- Coordinating with customers and providing all sort of Mechanical, Electronics and Software support on Site.
- Handling troubleshooting, repairing, servicing and set-up of company's equipment/products at customer site with regards to provided Drawings.
- Inspecting the assembly and carrying out hands-on routine maintenance work with quality procedures.
- Preparing and maintaining proper engineering documentation and reports.
- Gives direction to support staff in matters of office procedure.
- Assuring that the work is performed as per Company standards of Quality in accordance with Company Quality System requirements.
- Assisting the Engineering department in the evaluation and correction of specific quality control problems and issues.