

# Mateen Ali



## Contact

### Address:

House No R-458 Shadman  
No 2 North Nazimabad Sector  
14/B Karachi.

### Phone:

+923361321799

### Email:

mateenali581@gmail.com

## Languages

English – Intermediate

Urdu – Professional

## Summary

Ambitious to get perfection in the field of Networks & Telecommunication through sheer determination and hard work. Hence, wish to join a reputed organization in order to develop my technical and professional skills under the guidance of experts in the field

## Skill Highlights

- Great Interpersonal Communication
- Strong decision maker
- Complex problem solver
- MS Office
- SQA
- Research Skills
- Innovative
- Service-focused
- Proven ability to lead a team
- HTML / CSS
- WordPress (CMS)

## Experience

### Junior Consulted Technical Support - 03/2017 to 10/2017

Secure Beans Pvt Ltd, Karachi

Troubleshooting network concerns. - Assisting users in person and remotely with hardware related concerns– Utilizing technical training to resolve concerns related to software functionality.- Providing phone and online support to users - Working in a team-oriented environment.- Implementing documentation protocols into departmental operations.

### Customer Support Representative - 11/2017 – Present

Bahria Town Pvt Ltd, Karachi

Initially joining the company as a CSR, My role requires that I Forward to complain from concern department, and I launched the complains of civil natures. I also operate (CMS) ORACLE Software.

## Education

Bachelor of Computer Science : - 2018 - 2021

Virtual University of Pakistan, Karachi

Diploma Of Associate Engineer: -(03 years) : - 2013-2016

Jinnah Polytechnic Institute, Karachi

Matric Computer Science: - 2011-2012

Little Flower Secondary School, Karachi

## Certifications

- Word Press (03 months) (Digiskills.pk) 2019
- AutoCAD (03 months) (Digiskills.pk) 2019
- SEO (03 months) (Digiskills.pk) 2019
- IoT (internet of things ) (CISCO Networking Academy)2020
- Introduction Of Cyber Security (CISCO Networking Academy)2020