

**Name:**

Bilal uddin

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Address:

H.no.97 Area 5-A
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Karachi

Personal Strength:

- Loyalty
- Openness

Professional Skills:

- Hardworking
- Team Leader
- Time Management
- Problem Solver
- MS Office

Academic Qualification:

- B.Tech
(Electronics)
2016-2020

Indus University, Karachi

- Postgraduate
Degree

(Data Science with AI)

NED University of
Engineering and Technology
Jan 2022-Dec 2022

CAREER PORTFOLIO

Professional Knowledge:

- Packet tracer, ERP, MS Office, Visual Studio, Adobe Photoshop, Python. MCSA, CCNA, C language
- Working knowledge of relevant operating systems, software, and programming with problem-solving and critical thinking skills.
- including procedural documentation and relevant reports.
- Command on python/Data visualization
- Command on Excel/power BI
- Command on SQL queries
- Command on Machine Learning
- Command on Deep Learning

Professional Experience:

S.N O	Company Name	Designation	Duration
1	PTCL	CSR	Aug 2017 – Present
2	H.R.A Switchgear (Pvt.) Ltd - Karachi	Technician	Feb 2016 – Feb 2017

Job Description:**Customer Services Representative: PTCL**

- Troubleshooting technical issues
- Resolving network issues
- Speaking to customers to quickly get to the root of their problem
- Listening to customers concerns and handling complaints and returns
- Research required information using available resources
- Managing multiple cases at one time
- Control MTTR

Technician: H.R.A Switchgear (Pvt.) Ltd – Karachi

- Mounting of components to back panels and enclosures
- Electrical wiring, Panel assembling & mounting and Fitting
- Relay Logic Control Wiring
- Reading and interpreting electrical and electronic circuit blueprints, diagrams, and schematics.
- Set up and operate standard or specialized testing equipment