

**Respected Sir/Madam**

This is to support my application for the position of **IT Office Assistant** in your establishment.

I have many years of experience in dealing with networking in Microsoft Windows based environment. I am capable of assisting the IT staff in the following tasks

- Managing the Active Directory, Workgroups.
- Managing tickets, issuing new tickets, setting up rules etc.
- Resetting passwords
- Creating new users, objects in AD
- Setting user permissions
- Troubleshooting network issues

I have an excellent command over the windows interface and am an exceptionally fast learner with anything related to networks and hence I can prove to be an ever improving asset to your team. I also have excellent command over the English language (IELTS 8.0) and this can help me further integrate into the work environment as well.

I can be reached anytime at

T- +974-700-77177

E- [abdulsamad84@outlook.com](mailto:abdulsamad84@outlook.com)

I hope my application will be considered positively and I will be given the chance to put my technical skills to the use.

Thank for your time.

-Abdul Samad

**Abdul Samad Siddiqui**  
**PO Box 16272 – Doha – Qatar**  
**Telephone – +974-700-77177**  
**abdulsamad84@gmail.com**



**Objective** – I am an exceptionally talented, team oriented individual looking to be a part of a forward thinking team of individuals who push the limits of creativity and success.

My performance speaks for itself and working in a firm that allows me to exercise my creative potential will allow me to be a positive addition to the team. I have proven myself multiple times as a reliable, dependable and performance oriented individual who is a positive addition to any team he is assigned to.

### **Summary of qualifications**

- Business Management Marketing Diploma – College of North Atlantic - Qatar
- Microsoft Certified Systems Engineer
- MS Office 2007 skills – Word, Excel, PowerPoint, Publisher
- Date of birth – 4-July-1984
- Living in – QATAR
- Nationality – Pakistani
- **Transferable sponsorship**
- **IELTS Score - 8**

### **Education**

**2006 - 2009**                      **College of the North Atlantic, Qatar**  
**Doha-Qatar**

#### **Business Management – Marketing Major**

- Human resources
- **Marketing**
- **Customer complaints management**
- **Customer relationship management**
- **Customer interaction**
- Office management

**2005**

**New Horizons**

**Doha, Qatar**

**Microsoft Certified Systems Engineer (MCSE)**

- Computer network management
- Database management
- Hardware and Software Troubleshooting

**Work experience**

**Jan 2010- Current**

**Customer Service Specialist**

Lail Un Nahaar Co., Qatar

- Overseeing a team of 3 customer service representatives, directly monitoring and coaching their performance.
- Implemented strategies to resolve customer complaints and issues, ensuring one call resolution.
- Hold responsibility for customer satisfaction with the customer service.
- Facilitate team meetings; created agendas.
- Filled in for supervisor when needed.
- Developed repertoire as someone who goes above and beyond the call of duty without being asked.

**Aug 2005-May 2006**

**Sales representative**

SAJ Trading, Qatar

- Worked as sales representative for SAJ Trading, specializing in the catering sector.
- Acquired Multiple long term business accounts for the company
- Went above the sales quotas multiple times
- Worked with the sales team to achieve the goals of the company
- Zero accidents or issues throughout the career while driving the company vehicle.

**Mar 2004-July 2005**

**Customer Service Representative**

SAJ Trading, Qatar

- Worked as gatekeeper to customer service department of the company
- Handled customer service requests and complaints
- Was responsible for maintaining a record of, and reporting recurring requests or complaints
- Worked directly with the operations team to solve problems and handle special requests.

**Freelance work**

**May 2012**

**Complete business plan presentation and delivery**

Lesha Co.

- Developed a business presentation for Lesha Co. who wanted to open a restaurant business in **Katara**
- Developed an online presentation to introduce the company to Katara
- Worked with Katara to schedule a food tasting event
- Went out personally and hired a team of nine, trained them
- Assigned responsibilities and established the work flow structure
- Purchased equipment and supplies needed for the presentation
- Sorted out the logistics of the presentation
- Implemented inventory control and accountability protocols
- Arrived on site before time to set up all equipment and settle.
- Presented to a team of 15 Katara employees
- Wound down the event and followed up.
- Handled employee affairs like payment and logistics etc.

**2006-2012**

**Computer technical maintenance services**

- Provided various computer maintenance services which include
- Network setup and management
- Network Troubleshooting

- Installation of various software from operating systems to antivirus and anti-spyware software
- Provided technical support to numerous individuals independently and as part of a team.

**2010-2012**

**English language and IELTS preparation services**

- Assisted numerous students in preparing for the IELTS exams
- Provided English language teaching services to students who wanted to improve their language skills
- Constantly improved own language skills in the process.

**Certificates**

**1997**

**Certificate of Distinction - Mathematics**

University of South Wales, Australia

**2004**

**Office productivity Suite certificate**

Aptech Training, Qatar

**2006**

**Certificate of Honors Standing**

College of North Atlantic – Qatar

**2011**

**IELTS - 8.0**

British Council, Qatar

**Languages**

Fluent in English, Hindi and Urdu, Written and spoken

Basic in Arabic, spoken, written

**\* References available on request.**