BEEKUN

MUHAMMAD MOZAFFAR

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EDUCATION

2021-2022
SNIT Business School
Diploma in Computing

2021
Le Wagon
Full Stack Web Developer

2017-2019
Islamic Cultural College
Higher School Certificate

2015-2017
London College
School Certificate

SKILLS

- Good communication skills
- Customer-oriented
- Teamwork
- Leadership skills
- Good Time Management
- Technical knowledge about hardware and software
- Fast-Learner

ABOUT ME

I am an accomplished full stack developer with expertise gained through completing the comprehensive web development course at Le Wagon. Complementing my technical skills, I hold a diploma from SNIT Business School. My unwavering focus revolves around capitalizing on business prospects by fostering meaningful connections with customers, offering unwavering support throughout their journey

EXPERIENCE

Aryza Services Mauritius (May 2022 - Present)
First Line Software Support Technician

- Manage and prioritize support queries within the service desk
- Identify and resolve customer issues by offering effective solutions
- Implement scheduled software application upgrades
- Analyze software issue patterns across multiple servers and product portfolios to identify trends
- Engage customers in discussions to recommend solutions that enhance customer satisfaction and operational efficiency
- Demonstrate problem-solving skills by independently addressing routing issues and contributing to product development
- Deliver exceptional customer support with a positive attitude and a genuine interest in understanding and aligning with customers' business objectives
- Ensure prompt response to new incidents in accordance with service level agreements (SLAs), while minimizing disruption to operational areas

BDO Solutions Mauritius (October 2021 - May 2022)
Senior Service Desk Analyst

- Offered direct customer support, serving as the first point of contact for user inquiries and issues
- Strived to troubleshoot and resolved user problems independently, minimizing the need to involve Technical Support personnel
- Provided guidance, advice, and pertinent information to help analysts navigate appropriate procedures effectively
- Conducted training sessions for newly hired staff, acquainting them with the latest updates and functionalities of the help desk system
- Conducted thorough quality check reviews of tickets and voice calls to ensure adherence to established standards
- Maintained and updated the Knowledge Base Articles on the service desk tool
- Offered remote support to address and resolve issues remotely, maximizing efficiency and minimizing disruption

CERTIFICATES

A+ Course (City & Guilds, UK)
ITQ Level 2 for IT users

N+ Course (City & Guilds, UK)
ITQ Level 2 for IT users

Master In-Demand Professional Soft Skills
LinkedIn Learning

Teamwork Foundations
LinkedIn Learning

Banish Your Inner Critic to Unleash Creativity
LinkedIn Learning

Create a Great Customer Experience
FRCI

Exam MS-900: Microsoft 365 Fundamentals

REFERENCE

Mohammad Irfan Burokur
Project Lead, BDO Solutions Ltd

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EXPERIENCE

BDO Solutions Mauritius (December 2019 - October 2021)
Junior Service Desk Analyst

- Provided proficient support and effectively managed incidents and service requests in adherence to established IT service management processes and protocols
- Ensured accurate documentation of client and incident details, as well as maintain a systematic approach to tracking troubleshooting progress
- Resolved incidents and service requests using automated or standardized and well-documented resolution procedures
- Escalate incidents and service requests to higher support levels or specialized support teams in accordance with established IT service management procedures and service level agreements (SLAs)
- Identified potential issues and promptly took appropriate actions within the framework of established IT service management processes
- Demonstrated exceptional customer service skills, taking ownership of user problems and proactively addressing user issues