

ADEEB A. NASIR

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SKILLS PROFILE

Self-motivated professional and analytical problem solver with a board range of technical experience. Experienced technician offering demonstrated superior customer service skills in a customer-focused, team based environment with a solid track record of troubleshooting/problem resolution that effect immediate results.

Core Competencies:

Languages And Technologies

- Javascript and Perl
- HTML/XML/ASP
- PHP

Platforms And Software

- Windows platforms/Linux/DOS
- Ms Office
- Adobe Suite, DreamWeaver, Flash, 1st Page, CoffeeCup,

Soft Skills

- Customer Service
 - Training, Interviewing/Coaching
 - Image Editing/Website Design/UI Design
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PROFESSIONAL EXPERIENCE

Wells Fargo – Salt Lake City, Utah

2006-Present

Online - Banker

Demonstrate call management skill, educate client on functions and capabilities of website. Assist client with website navigation. Creation of trouble tickets for accounts that are inaccessible from the web, ensure account integrity by maintaining proper security protocols. Improve client satisfaction by keeping them in informed on new services and features.

Key Achievements:

- Development of official office forms.

Ikano – Salt Lake City, UT

2003-2008

Internet IT/Technical Support

Resolve a wide variety of client Internet related issues; including problems with e-mail, dialup, DSL, and browsing issues in order to maintain client satisfaction. Creating new accounts and answering general client inquiries.

Key Achievements:

- Awarded Employee Of The Month for May 2008 for superior customer service and ability to resolve technical issues quickly.

Discover Card – Salt Lake City, UT

1999-2006

Coach/Account Manger

Coach fellow team players on call management. Train associate on how to form a working relationship with client in order to meet the client's needs and expectations. Conducted coaching sessions on a regular basis as dictated by call volume predictions. As manager, took escalated calls to re-establish client confidence in the company. Create improvement plans for employees and provide feedback to upper management on team goals and accomplishments.

Key Achievements:

- Acquired 13 million dollars in additional revenue for Discover card from 1999 – 2006
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EDUCATION AND CREDENTIALS

Electronic Commerce Associates of Science Degree • Utah Career College
Retail Management Associates Of Science Degree • City College

References Available Upon Request