

# ADEEB A. NASIR

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## SKILLS PROFILE

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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, and team based environment with a solid track record of troubleshooting/problem resolution that effect immediate results ,

### *Core Competencies:*

#### **Technologies**

- Networks
- Computers
- General Handyman Services

#### **Wired Applications**

- Electrical Wiring
- Telephone Wiring
- Cable Wiring
- Network Wiring

#### **Soft Skills**

- Customer Service
  - Training, Interviewing/Coaching
  - Dish installations
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## PROFESSIONAL EXPERIENCE

- Four years internet service provider support.
- Twenty plus years in computer experience
- Twenty years residential wiring
- Five years freelanced handyman contracts

**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