Taha Mujeeb

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Hyderabad, TS

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Experience

Corporate Operations Engineer
Google / Jul 2022 - Present

Assisting Googlers with 'all things IT' as part of Techstop (Google's internal IT support team) to resolve queries and issues related to Google's fleet of MacOS, Linux, Windows, Android, ChromeOS, and iOS based devices.

Senior Technician
Dell Technologies / Dec 2021 - Jun 2022

My role was concerned with developing and delivering solutions by providing remote technical voice support for Premium Support and Premium Support Plus customers for Dell Consumer products and Alienware products to improve our customer's returns on their IT investments, drive efficiencies, and reduce costs.

Technical Support Technician
Dell Technologies / Jan 2021 - Dec 2021

My role was concerned with developing and delivering solutions by providing remote technical voice support for Premium Support and Premium Support Plus queues to improve our customer's returns on their IT investments, drive efficiencies, and reduce costs.

TRON Associate
Amazon Development Centre India Pvt Ltd / Oct 2020 - Jan 2021

I was part of a team which partnered with Amazon Robotics to remotely handle exceptions in Amazon's Fulfillment Centers across the world. My job involved remotely executing resolution for technologies that employ machine learning.

CS Associate
Amazon Development Centre India Pvt Ltd / Sep 2018 - Jan 2019

My job involved assisting customers with queries and complaints through Amazon's MessageUs and conventional chat-based support while ensuring seamless troubleshooting of their issues during my undergrad through Amazon's Work from University programme.

Education

Bachelor of Business Administration, 2017 - 2020

Specialization in IT. Minor in Marketing & HR.

St. Joseph's Degree & PG College

Autonomous, Affiliated to Osmania University

Hyderabad, TS

Certifications

CompTIA A+ CE Certification
CompTIA / Issued Dec 2021 · Expires Dec 2024
https://www.credly.com/badges/bb20fa33-394f-4b7f-8adc-c6df8a2f7900/

Digital Marketing
Internshala / Issued Jun 2020 · No Expiration Date
Credential ID: 7E31A316-A20B-DD65-D51C-38A92604EBBE
https://trainings.internshala.com/verify_certificate

Cambridge English: Business Vantage
Cambridge Assessment English / Issued Feb 2018 · No Expiration Date
Credential ID: 183IN0926124
http://www.cambridgeenglish.org/verifiers

Projects

Project Cicada
https://tahamujeeb.pythonanywhere.com / Feb 2020

As a part of my degree final year project, I designed and developed a working Python/Django and MySQL based web application that allows companies to streamline and manage their staff and employee's onboarding and offboarding information.

The Rise in Automation and Interconnection of Computing Devices
http://www.jetir.org/papers/JETIRY006022.pdf / Feb 2019

I co-authored and published a research paper after an analysis and study on the impact of the Internet of Things (IoT) on modern computing devices.

Skills

- Advanced expertise in IT devices and peripherals that enables me to efficiently understand and resolve issues remotely.
- End-to-end case ownership ensuring first-day resolution for most issues.
- Practical experience in web development using HTML, CSS, Python, Django, and SQL.
- Specialize in Information Technology.
- Keen focus on graphic and UI design with practical industry experience.
- Experience in online sales and marketing with special focus on customer retention.