



XAVIER PETER

SENIOR IT EXECUTIVE/CUSTOMER SUPPORT

+971 547695395

xavirock21@gmail.com

Majaz Cornish Tower
Flat 1105 Buhairah Cornish
Sharjah, UAE.

SUMMARY

A Technical Support Executive with excellent diagnostics and repair abilities, strong attention to detail, and a methodical approach. Ability to boost system performance by thoroughly evaluating and correcting different hardware and software issues. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvement

EXPERIENCE

2023 – 2025

Apr– May

AXACT PVT LTD – PAKISTAN

IT Customer Support

- Handled customer complaints and inquiries in a courteous and efficient manner.
- Demonstrated excellent communication skills, both verbal and written, in order to effectively interact with customers.
- Developed strong customer relationships and loyalty through effective communication.
- Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships.
- Utilized problem-solving techniques to identify solutions for complex customer inquiries.
- Processed orders, returns, and exchanges in an accurate and efficient manner.
- Maintained an updated knowledge base of current products, services, pricing, promotions.
- Participated in team meetings to discuss new ideas for improving the overall quality of customer service provided.

2019 – 2023

Jun – Mar

PAK OMAN ASSET MANAGEMENT – PAKISTAN

Senior IT Executive

- Assess system hardware and software, and suggests modifications to reduce lag time and improve overall speed.
- Responsible for server deployment.
- Processed over 50 support requests received per day for technical assistance on a wide range of issues related to hardware and software.
- Follow up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Patched software and installed new versions to eliminate security problems and protect data.
- Managed the firewall, network, and server monitoring both on and off-site.
- Provided continued maintenance and development of bug fixes and patch sets for existing web and new web applications.
- Assists with testing new product offerings prior to release to assist the development team in bug identification.
- Document all transactions and support interactions in the system for future reference and addition to the knowledge base.

EXPERIENCE CONTD...

2016 – 2018
Feb – Feb

ST. JOSEPH CONVENT SCHOOL – PAKISTAN IT & Admin Officer

- Made Fee Vouchers via software by using the .net program.
- Operated equipment for troubleshooting malfunctions called for repairs maintaining systems evaluated new equipment and techniques.
- Assisted in installing several new servers to expand the network.
- Assisted in training users on new software upgrades and procedures.
- Created support documentation that empowered and enabled the user community to extend skills, leverage system features, and resolutions to questions.
- Managed daily admin server functions such as recovery back-up and upgrades management of disk space etc.
- Sorted storing and retrieving electronic and hard copy documents.
- Handled intake, scanning, verification, and storing documents.
- Filed and archiving relevant documentation.

EDUCATION

2015 – 2018

APTECH PAKISTAN 3 Years Advanced Diploma In Software Engineering

2012 – 2014

ST. PATRICK'S COLLEGE Intermediate in Engineering

EXPERTISE

- | | | |
|--|--|---------------------------|
| • Structured Query Language (SQL) | • Application support | • Networking |
| • Software & Hardware Diagnosis | • Data recovery | • Programming in C# |
| • Technical issues analysis | • Microsoft Windows – All operating systems | • Java Script |
| • Software – NCCS, Pearl Security and Sidathyder | • Microsoft Office – Word, Excel, PowerPoint | • Emailing –Outlook |
| • TCP/IP, VM-ware | | • Internet & Intranet Web |
| | | • Design & Photoshop |

SKILLS

- | | | |
|--|-------------------------------|------------------------|
| • Good communication | • Great problem-solving skill | • Time Management |
| • Adaptability to blend into an environment easily | • Friendly team Player | • Interpersonal skills |
| • Multitasking and Prioritizing ability | • Result orientated | |

LANGUAGE

English – Fluent Urdu – Fluent

ACHIEVEMENTS

2019 – Pak Oman Asset Management

The Best Employee of the Year

2017 – Orange Tree

Volunteer

References to be furnished upon request