

Adeel Ali

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Professional Summary

Dedicated **Technical Support Engineer** with 6 years of experience in system support, troubleshooting, and network management. Proven ability to diagnose and resolve complex technical issues, optimize performance, and ensure high service availability. Strong background in operating systems (Windows, Linux, macOS), network configuration, and customer-focused technical solutions. Currently working as a **Label Controller at SAUDI NAFFCO**

Professional Experience

Label Controller

SAUDI NAFFCO – Jeddah, Saudi Arabia

Nov 2024 – Present

- Supervise labeling operations and ensure all labels meet company and regulatory standards.
 - Coordinate with production, packaging, and quality teams to maintain smooth workflow.
 - Maintain daily records of labeling activities, materials, and production counts.
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Technical Support Engineer

Storm Fiber – Pakistan

Jun 2023 – Oct 2024

- Provided L1/L2 technical support to residential and corporate customers via phone, email, and on-site visits.
 - Diagnosed and resolved issues with fiber optic internet, IPTV, and VoIP services.
 - Configured and troubleshooted ONTs, routers, switches, and Wi-Fi devices (TP-Link, ZTE, Huawei).
 - Maintained accurate service request and complaint logs in the CRM system.
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Cashier/ Front Desk Associate

Kick Start Restaurant – Pakistan

Aug 2020 – Nov 2022

- Processed customer payments and maintained daily cash register reports.
- Ensured quick and accurate billing for dine-in and takeaway orders.
- Maintained cleanliness and compliance with food safety standards.

Cashier/Customer Service Representative

Bundu Khan Bakery – Pakistan

Apr 2018 – Jul 2020

- Handled cash, card payments, and refunds through POS systems.
 - Issued receipts and balanced daily sales reports.
 - Provided excellent customer service and assisted with basic bookkeeping.
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Education

Bachelor of Science in Information Technology

GC University, Faisalabad | *Nov 2018 – Nov 2022*

Intermediate in Computer Science (ICS)

DG Khan Board | *Sep 2018*

Certifications

Punjab Vocational Training Council

- Basic IT Literacy | *Aug 2018*
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Key Skill

- Technical Troubleshooting & Problem Solving
- Network Configuration & Remote Support
- Operating Systems: Windows, Linux, macOS
- Ticketing Systems: Zendesk, ServiceNow
- Customer Service & Communication
- Hardware & Software Installation
- Oracle Database Management
- Documentation & Reporting
- MS Office Suite (Word, Excel, Outlook)