Muhammad Noman

AudoCad expert | Customer Service | Team Engagement | Operational Excellence

Contact

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Doha, Qatar

SUMMARY

I am a motivated and technically skilled individual with a strong foundation in AutoCAD(2d+3d)design, computer hardware, networking, and office software. With multiple certifications and hands-on training, I have developed the ability to troubleshoot technical issues, create accurate CAD drawings, and provide efficient IT support. I am a quick learner, detail-oriented, and always eager to take on new challenges. I aim to contribute positively to a professional work environment while continuing to grow and expand my technical expertise.

Skills

- AutoCAD 2D & 3D
- Microsoft Office (Word, Excel, PowerPoint)
- Computer Hardware Troubleshooting
- Basic Networking Concepts
- customer service
- operational excellence
- Team Leadership

Education

Secondary School Certificate (SSC)
Allama Iqbal Open University, Islamabad
Group: General

I.T Office
Institution: NETS (National Education & Technical Services)
Remarks: Excellent

AutoCAD (2D & 3D)
Institution: VETCOM Trainings
Remarks: Excellent

Hardware & Network Fundamentals
Institution: NETCOM (Network Communication Institute)
Remarks: Excellent

Experience

- **AutoCAD Technician (Training Project)**
  VETCOM TRAININGS
  - Designed 2D floor plans and mechanical drawings using AutoCAD.
  - Created 3D models and practiced rendering techniques.
  - Gained practical knowledge of drafting standards and dimensioning.
  - Successfully completed hands-on assignments with accuracy and speed.

- **Office IT Assistant**
  National Education and Technical Services (NETS)
  - Worked with MS Word, Excel, and PowerPoint for document creation and data management.
  - Assisted in formatting reports and maintaining digital records.
  - Practiced administrative tasks including email drafting and basic typing.
  - Developed strong command of Office tools in real-world tasks.

- **Customer Service Representative**
  Mall Of Lahore
  - Resolved 100+ customer inquiries per week, maintaining a resolution success rate of 95%.
  - Contributed to a 10% improvement in loyalty program enrollment by driving awareness through excellent service.
  - Organized and managed work schedules to ensure adequate staffing during peak times and efficient shift coverage.
  - Assisted with the training of new hires, helping to shorten the average training period by 2 days.

LANGUAGES

ENGLISH
Proficient

URDU
Native