

M U S T A F A S H I H A D E H

14148 S. Garavogue Ave

Orland Park, IL 60467

(708)268-0122

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TARGET

Obtain an electrical engineering position. Seeking job where I can apply my skills and loyalty in exchange for career guidance, training and opportunity for advancement.

Summary of qualification

Over 7 years of Support and Application Engineer with extensive hands-on experience in System Administration, Management, Strategic planning and evaluation, System troubleshooting and repair. Excellent communication and documentation skills ensuring solution meet business requirements, and integrate into business process. A team player with technical lead and supervisory experience.

Professional Experience

ABC Wireless (Chicago, IL)

March 2004 - Present

Support Engineer

Responsible for post-sale technical support and customer satisfaction of a multi-million dollar wireless retail operation. Accomplishments include:

- Differentiated the business on a philosophy of customer service and friendliness, resulting in higher customer traffic and more repeat business.
- Implemented strategy for minimizing churn and maximizing customer satisfaction, and maintain confidentiality of all corporate matters.
- Led a technical staff of 4 full-time and 8 part-time associates. Also instructs and assists CAD Technicians on projects.
- Established a work culture that fostered trust, respect, accountability, and a sense of ownership. This yielded higher employee morale and greater employee satisfaction.
- Work as a team member on all projects and meet all projects deadlines.

ADC Telecommunications (Itasca, IL)

April 2001 - Dec. 2004

Detail and Applications Engineer

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Worked directly with clients, sales and operations personnel to implement new business initiatives, and maximize overall customer generated revenue. Accomplishments included:

- Provided detailed design engineering services that required comprehensive and accurate installation specifications
- Produced accurate and timely site surveys based on information received from internal and external sources.
- Processed guidance from engineering on equipment required for field deployments.
- Provided feedback to company management to facilitate overall project improvement.
- Coached and served as an advisor to three staff engineers. Assisted in managing colleague expectations and providing career development structure.

Ultimate Choice ((Chicago, IL)

January 1996 – Feb. 2001

- Operated own retail business.
- Managed a group of seven employees on daily activities.

Education

University of Illinois AT Chicago (Chicago, IL) 1995/ 1996
Bachelor's of Science in Electrical Engineering (BSEE).

Skills / Certificates

UNIX / DOS / WINDOWS Operating Systems, Auto CAD.
C/ FORTRAN / PASCAL Programming Languages
Microsoft Office Applications (Word, Excel, PowerPoint, Visio)
WordPerfect, PSPICE
SIIM Quoting Module, Introduction to Detail Engineering

Honors

IEEE (Institute of Electrical and Electronics Engineers) Society

REFERENCES

Available Upon Request