

CURRICULUM VITAE

CUSTOMER SERVICE EXPERIENCE

I have over twenty years dealing with customers on a face-to-face level, from taking orders for print/copy, from working with them to highly technical specifications, through to creating work orders and taking orders over the telephone and the counter.

SOFTWARE EXPERIENCE

I have over twenty years experience in Apple Macintosh Systems and expertise in wide variety of software, including: Adobe Creative Suite (Photoshop; Illustrator; Indesign; Acrobat); VectorWorks, Quark Xpress; Freehand; Pagemaker, Image Ready 2, Streamline 3, Omnipage , Microsoft Word, Excel, Powerpoint, Filemaker Pro, Specular Infini-D, Bryce. Macromedia DreamWeaver, Fireworks, BB Edit, Director, Fontographer, Metamorphosis-Professional. I am also familiar with Microsoft Windows, and various packages for Wintel platforms.

WORK EXPERIENCE

2003 - 2010 Mac Operator, ServiceGraphics (B & S Graphics), Govan, Glasgow

Duties consisted of: preparing digital files sent in by design agencies and other clients, for output on the various output devices in-house Re-touching images and photographs, as well as a bit of typesetting and design.

Producing cut-vinyl signage.

The main software used is Quark, Photoshop, Illustrator, Indesign and Freehand.

Additional work involved creating/planning exhibition spaces in 3D using VectorWorks, and then creating various views/renders in ArtLantis.

Was made redundant as a result of economic conditions.

2003 Customer Service Manager, Kall Kwik Printing, Glasgow South

Dealing with customers on an interpersonal level, taking work orders from initial concept through to final product, copying and binding through to taking orders on the phone and quoting and estimating print jobs, liaising with artwork and print departments to ensure a free flow of works from start to finish.

1999 - 2002 Senior Designer, Kall Kwik Printing, Paisley

Liaising with customers about their design/artwork requirements. Taking orders over the counter or telephone for print-orders. Creating artwork for print, using the standard graphic design packages.

1998 - 1999 Graphic Designer, Altair Graphic Design, Glasgow

I helped set up this company, in which I worked as a office manager, graphic designer and account handler. Taking orders over the counter or telephone for print-orders. One of our contracts was Scotland's Oracle, a multicultural, community newspaper. I also designed the company's web page, and web pages for other clients.

1995 - 1998: Graphic Designer/Mac Technician, Kall Kwik Printing, Paisley

Liaising with customers about their design/artwork requirements. Taking orders over the counter or telephone for print-orders. Creating artwork for print, using the standard graphic design packages.

1994 - 1995 Customer Services and Graphic Designer, Exacta Print, Glasgow

Dealing with customers, taking orders for general duties like copying, laminating, binding as well as output from disk to colour copier and large format inkjet. Also did typesetting and design for print.

1994 Co-Editor, Nishan Magazine, SRC, Glasgow,

1994 Designer, Ace Print Promotions Publications / D Zine Publishing

1993 - 1994 Layout Editor, Scottish Asian Voice

1992 - Freelance Graphic Designer.

1989 - 1992 LaserGraphics Technician, AlphaGraphics

1987 - 1989 Sales Assistant, Novastyles, Glasgow

1982 - 1987 Sales Assistant, In Vogue, Glasgow

HOBBIES, INTERESTS AND OTHER INFORMATION

- Reading, Films, Science and Technology.
- Badminton, Pool, Tennis and Table Tennis.
- Created, designed and produced various special-interest fan-magazines over the years.
- Other projects include a novel under development.
- Design and produce my own website <http://www.akeelahmad.co.uk>
- I have a full, clean driving licence.
- I am bilingual and can converse in Punjabi.

COURSES

1993 Self Designed Business Start-up Course

This part time course was set up by Scottish Enterprise and the Woodlands Trust specifically for members of ethnic minority groups. It covered a wide variety of topics from Sales and Marketing to Legal matters and Taxation.

EDUCATION / TRAINING

1975 – 1981 Shawlands Academy, Glasgow

1981 – 1982 Cardonald College, Glasgow

SCE 'O' Grades: Geography, Arithmetic, Technical Drawing, Biology

SCE 'H' Grades: English, Mathematics, Chemistry, Physics

BASIC

- Name: Akeel Ahmad
- Address: 16 Coltsfoot Drive, South Park Village, Glasgow G53 7UL
Tel: 0141 638 3612 · Mobile: 07719 547870
- Email: info@akeelahmad.co.uk
- Date of Birth: 17 February 1963

REFERENCES

- Mark Brown, Manager, ServiceGraphics,
145 Helen Street, Govan, Glasgow G51 3HD
Tel: 0141 425 2300. (professional)
- Matthew Scoles, Manager, Kall Kwik Paisley,
25/29 Causeyside Street, Paisley PA1 1UH
Tel: 0141 889 8902. (professional)
- John Stevenson, Owner, Kall Kwik Glasgow South,
The Angel Building, Glasgow G51
Tel: 0141 429 6700. (professional)
- Dr Sajid Hussain
20 Logan Avenue, Crookfur, Glasgow G77 8LZ
Tel: 0141 639 4547. (character)

REMUNERATION DETAILS

Was on £17,191 at my previous place of employment