

SYED MUHAMMAD ANNUS ALI.

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Father's Name: Syed Muhammad Attaullah|CNIC:42201-9483567-7|Pakistani|DOB- July 31st1998|Single|Muslim

Profile

Strategic Software Engineer skilled in application development, testing and optimization. Excels at coordinating ground-up planning, programming and implementation for core modules. Maintains strong object-oriented and software architecture fundamentals.
Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities.

Experience

CUSTOMER SUPPORT EXECUTIVE| TRG, IBEX, FOOD PANDA | JAN 2019-NOV 2020

- Trained and mentored new team members to promote productivity, accuracy and friendly customer service.
- Responded to customer concerns and implemented changes to accounts to resolve issues
- Created operational protocols and customer service processes to improve staff performance

SALES TAX AUDITOR| FBR SINDH| JUNE 2020- OCT 2022

- Compiled detailed reports of audit findings to discuss with supervisor.
- Researched accounting and tax data with established schedule of performance expectations.
- Conducted internal audits to comply with tax regulations.
- Making tax files, check notifications and send it to the senior for a reply

RECEPTIONIST IN ZIAUDDIN HOSPITAL CLIFTON KARACHI OCT 2022-SEPTEMBER 2023

- Serves visitors by greeting, welcoming, and directing them appropriately. Notifies hospital patients arrival. Maintains security and telecommunications system. Informs patients by answering or referring inquiries.
- Responsible for coordinating the daily administration of doctors, staff, visitors, and patients at a healthcare facility. They schedule appointments, answer patient inquiries, handle patient emergencies, and monitor stock and supplies at the healthcare facility.

FREE LANCING | DATA ENTRY, CUSTOMER SUPPORT (EMAIL CHAT SUPPORT) -PRESENT

- Directly inputting data into a company database with a computer, mouse, keyboard, scanner or other data entry too
- Effective support channel that utilizes emails in order to resolve customer concerns relating to a product or service. Due to the asynchronous nature of emails, there is no need for both parties to be online to initiate or maintain the conversation.

Education

B.I.S. E| MATRIC|KARACHI -2013
B.I.E. K| INTERMEDIATE|KARACHI-2019
APTECH COMPUTER EDUCATION|DIPLOMA|KARACHI-2022
KASBIT INSTITUTE OF TECHNOLOGY|B.COM|KARACHI-2023

Skills & Abilities

- Data evaluation
- Microsoft office expertise
- Embedded systems development software
- Microsoft Tool