

# ABDUL MUQEET AHMED

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## SUMMARY OF QUALIFICATIONS

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- Over 5 years of experience in customer service, adept at collaborating with managers, supervisors, and teams. Skilled in Strong communication and teamwork skills, excelling both independently and in team-oriented environments.
- Proven ability to handle inventory requests, manage shipment documentation, and coordinate across departments to ensure seamless operations and maximize productivity.
- Skilled in programming and database management with experience in Python, Java, MySQL, and project development, successfully designing and implementing efficient solutions.
- Created and maintained dynamic and responsive webpages for various projects using HTML, CSS, JavaScript and PHP.
- Experienced in responsive web design using frameworks such as Bootstrap for optimal user experience across multiple devices.

## EDUCATION

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### Mohawk College

Computer Systems Technology – Software Development; Ontario College Advanced Diploma  
Dean's Honours List | Merit Scholarship Recipient 2024  
GPA: 3.7/4.0

**Hamilton, ON**

*Sept 2023 – Present*

### University of Ottawa

Honors Bachelor of Health Sciences  
Cum laude | Merit Scholarship Recipient 2021-2023  
GPA: 3.6/4.0

**Ottawa, ON**

*Sept 2019 – Apr 2023*

## PROFESSIONAL EXPERIENCE

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### Bell – Best Buy Express

Sales Consultant

**Hamilton, ON**

*May 2024 – Sept 2024*

- Developed and maintained strong customer relationships, driving KPI growth and securing the highest sales in the region. Increased customer acquisition for Bell by 25% in internet and mobile phone plans
- Assisted customers with troubleshooting and technical support for mobile devices and services, resolving 99% of issues on first contact.

### Running Room

Lead Sales Associate

**Hamilton, ON**

*Sept 2023 – Aug 2024*

- Provided expert guidance on running gear, shoe selection and training strategies, leading to a 50% increase in customer satisfaction as measured through surveys.
- Recognized as the top-performing location in the Ontario region for three consecutive months (November, December and January) and increased total sales output by 45% for Certain shoe brands.
- Managed inventory, online orders and products transfer between locations ensuring 100% product availability.

## PROJECTS

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### Bank Account application ([GitHub](#))

- Developed a JavaFX-based bank account application with a user-friendly UI. Implemented transaction logic for deposits withdrawals, input validation and a password authentication system.

### 2D Snake game ([GitHub](#))

- Created a 2D snake game using bootstrap in HTML. JavaScript and CSS were used to implement the algorithm for the game rules.
- Developed game logic, focusing on clean code and UI improvement.