



Bisma Rashid Lone

SOFTWARE ENGINEER

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<https://www.linkedin.com>

PROFILE

A meticulous and organized individual seeking an Entry-level position in the field of software-development. Skilled at coding and well versed with the programming languages and designing, building, testing, and implementing hardware and software applications.

PROGRAMMING LANGUAGES

"C"

"C++"

"HTML"

"CSS"

"JAVA"

SKILLS

- software Development
- Coding
- Leadership
- Teamwork
- Critical thinking
- Problem solving
- Emotional Quotient
- Empathy

WORK EXPERIENCE

Business Analyst , Farenexus Solution

March 2023- March 2024

- Enhanced operational efficiency by streamlining processes, resulting in a **15%** increase in efficiency and a **10%** reduction in costs, while simultaneously boosting **customer satisfaction scores by 20%**.
- Conducted comprehensive business **analysis**, identifying key areas for improvement and implementing solutions in **collaboration** with cross-functional teams to drive business success.
- Demonstrated exceptional communication skills by effectively liaising between technical and non-technical teams, facilitating **smooth project implementations** and fostering strong **team collaboration**.

Customer support analyst, Flipkart

Feb 2020 - Jan 2021

- Handled an average of **100 customer queries daily**, achieving a **95% resolution rate** within the first contact, exceeding company standards and enhancing customer satisfaction.
- Implemented a new feedback system resulting in a **20% increase** in positive customer reviews, highlighting the effectiveness of service improvements.
- Collaborated with product and technical teams to identify recurring issues, **leading to the development** of proactive solutions that reduced customer complaints by **30%**.

EDUCATION

QUEST GROUP OF INSTITUTE, landran, MOhali 2022

BACHELORS OF TECHNOLOGY IN CSE SGPA 80

Saint Joseph's school, J&K 2017

CLEARED HSC BOARDS WITH CGP 9

Beacon House school, J&K 2015

CLEARED SSC BOARDS WITH CGP 8

Major Project:

Library management project

Personal details

D.O.B : 10-02-2000

Nationality : Indian

Gender : Female

Marital Status : Unmarried

Visa status- currently Visit visa