

Ali Imran Anjum

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Motivated computer engineering student, experienced tutor and 3D designer. Skilled leader and team manager with a background in customer service and coaching.

Tech Stack

- **Languages:** Python, Javascript, Java, SQL, HTML, CSS
- **Other:** Git, Linux, Heroku,

Work History

Tutor | Oslo Metropolitan University | Norway

01/2023 - Present

Offered extra resources and guidance to students as a part of the tutoring service at OsloMet University.

Digital Marketer | Anjum Mjevo

2022 - Present

Founded a digital agency that specializes in website development and marketing for local businesses.

- Successfully developed and launched two websites for clients with a small team of experienced developers.

Retail Sales | Telenorbutikken | Norway

07/2020 - Present

Experienced in sales with a track record of offering exceptional customer service and achieving high sales results. Skilled in promoting special items and providing coaching to sales associates.

- Consistently ranked as one of the top sellers, achieving a 30% gross margin in individual sales each year through strong customer service skills and product knowledge.
- Successfully coached sales associates to meet and exceed primary KPI targets through effective training and support.

Team Manager | Webhelp Nordic | Norway

09/2018 - 01/2020

Experienced Team Manager with a track record of leading and motivating a team of 25 employees. Skilled in delegating tasks, setting priorities and goals, and monitoring performance to drive results.

- Successfully increased team CSAT from 85% to 93% and product/service knowledge from 70% to 85%.
- Low absenteeism achieved in team due to consistent implementation of RTW model and effective communication and follow-up with government agency (NAV).
- Led the Webhealth initiative through Webhelp, effectively organizing new projects focused on preventing health issues at workplace.

Transition Consultant | Webhelp Nordic | Turkey

06/2018 – 09/2018

A part of a team that established a new customer service office in Izmir. Applied company processes and developed routines.

- Increased Quality Assurance associates according to COPC regulation from 0 to 10.
- Organized and established guidelines that currently are used as onboarding plan.

Quality Coach | Webhelp Nordic | Norway

04/2014 – 06/2018

Trained and supported new staff to achieve client KPI performance and procedures target.

- Managed the evaluation of support staff against client quality standards, resulting in a 15% increase in customer satisfaction.
- Trained product materials on troubleshooting to decrease the number of support requests by 20%

Technical Support | Webhelp Nordic | Norway

01/2012 – 04/2014

Provided technical support for 1st and 2nd level issues for Microsoft software, iOS and MacOS.

Customer Support | Telio | Norway

02/2011 – 12/2011

Provided customer service to a diverse range of customer over the phone and e-mail.

Manager | Ladegården Cafe | Norway

09/2008 – 09/2010

Partially owner and manager of Ladegården Café. Implemented strategies to grow business and profits.

- During my supervision I crafted a significant pizza menu. Ladegården Kafé was elected by Aftenposten to have one of the best pizzas in Oslo. (2009).
- Managed daily operations and shift scheduling at Ladegården Kafé, resulting in increased revenue and improved customer satisfaction.
- Responsible for purchasing, budgeting, payroll and finance, as well as billing, resulting in reduced costs.
- Experienced in recruitment, training and event planning for both large and small events, contributing to creating a successful and efficient team.

Academic History

Computer Engineer | Oslo Metropolitan University | Norway

08/2021 – Present

- Ability to communicate with and control the operating system from the command line on Linux and Windows.

- Ability to plan, organize, and implement small web-based IT projects.
- Apply SQL to create databases, create tables, handle data in databases, handle users and permissions, perform select and subselect queries.
- Skilled in analyzing, designing, and implementing data structures and algorithms.

High school certificate | Sonans Private School | Norway

08/2021 – Present

Completed high school level courses to acquire the academic qualifications required for university studies.

3D Animation and design | Noroff | Norway

08/2021 – Present

- Proficient in utilizing software such as Autodesk 3D max to model, texture, light, and render 3D models and scenes.
- Experience working on various projects as a 3D artist, including creating a range of 3D models for use in animation projects, such as characters, landscapes, buildings, and objects.
- Developed strong project management and teamwork skills through working on projects with tight deadlines and collaborating with other team members.