

Ali Imran Anjum

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Motivated computer engineering student, owner and manager of [Mjevo](#)

Skills & Qualifications

- 10 years of experience developing customer service employees
- Experienced and knowledgeable as team manager
- Experienced with developing IT projects with a team of international developers

Tech Stack

- **Languages:** Java, Javascript, SQL
- **Frontend Frameworks:** Learning React, HTML, CSS
- **Databases:** MySQL
- **Other:** Heroku, Git

Work History

DIGITAL MARKETER | ANJUM MJEVO

2022 - Present

Started a digital agency building website and marketing for local businesses

- Currently 2 websites built with a small team of developers

RETAIL SALES | TELENORBUTIKKEN, OSLO

07/2020 - Present

Greeted each customer and offered assistance in finding requested items. Also restocked shelves, racks and bins with latest merchandise and changed signage to promote special items

- Ranked as one of the top sellers. Utilized strong customer service skills to meet and exceed individual sales gross margin at 30% each month
- Provided coaching to sales associates that resulted them to successfully meet their primary KPI targets

TEAM MANAGER | WEBHELP

09/2018 - 01/2020

Team Manager for a staff of 20 employees. Delegated work, setting priorities and goals

- Increased team CSAT from 85 % to 93 % while also improving product and service knowledge from 70 % to 85 % through regular employee performance evaluations to offer constructive feedback and solutions to propel improvements and growth

TRANSITION CONSULTANT | WEBHELP NORDIC | TURKEY

06/2018 - 09/2018

Trained and supported newer staff in regard to performance, compliance and procedures

- Increased Quality Assurance associates according to COPC regulation from 0 to 10
- Organized and established guidelines relate to onboarding plan intended for newly recruited employees

MANAGER | LADEGÅRDEN CAFÉ | OSLO

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 Cafe was elected by Aftenposten to have one of the best pizzas in Oslo. (2009)