

Ali Imran Anjum

ali@mjevo.no

[40142040](https://www.linkedin.com/in/ali-anjum)

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github.com/Aliimrananjum

Experienced leader and team manager with customer service and coaching background. Computer engineering student with experience in website development, marketing, and 3D animation and design.

Skills & Qualifications

- Strong academic performance, currently working as a tutor at my university, imparting knowledge, and skills to students.
- 10 years of experience in leadership and team management, including managing teams of up to 25 employees and achieving high KPI results.
- Extensive experience in website development and marketing, including ownership and management of two successful websites.
- Proven ability to lead and manage remote IT projects with a team of international developers.

Tech Stack

- **Languages:** Python, Javascript, Java, SQL, Html
- **Databases:** MySQL
- **Other:** Git, Linux, Heroku,

Work History

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%.

Transition Consultant | Webhelp Nordic | Turkey

2018

Trained and supported new staff regarding performance, compliance, and procedures.

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

Manager | Ladegården Cafe | Norway

2008 - 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).