**Ali Imran Anjum**

[ali@mjevo.no](mailto:ali@mjevo.no)

40142040

[linkedin.com/in/ali-anjum](https://www.linkedin.com/in/ali-anjum-692752135/) [github.com/Aliimrananjum](https://github.com/Aliimrananjum)

Motived computer engineering student, owner and manager of [Mjevo](https://mjevo.no/)

# 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)