Abid Ali

Date of birth: 28/09/1997 | **Nationality:** Pakistani | **Gender:** Male | **Phone number:** (+92) 03085154282 (Mobile) | **Email address:** abid.aliaps@gmail.com |

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Address: Model Colony, Gulberg 3 Lahore, 54000, Lahore, Pakistan (Home)

About me:
Has the ability to understand and transform complex business requirements into software, ensuring applications are delivered on time, to specification, are scalable, performance optimized and maintainable. A highly motivated individual who is always learning, able to work to tight deadlines, and who can communicate effectively with technical peers as well as business users. Someone who encourages learning and the sharing of ideas and is always open to new ways of working.

WORK EXPERIENCE

24/06/2022 – CURRENT Lahore, Pakistan
MONITORING EXECUTIVE NEXTBRIDGE PVT LTD

- Monitor video feeds from security cameras to detect suspicious activities.
- Report any incidents to the dispatch team immediately such as theft or vandalism through Google chat and Skype calls.
- Deliver input for improvement of project management tools, techniques and procedures.
- Live Video feeds to find intruders.
- Record pertinent monitoring events for archiving and investigation (identification, escalation, resolution, etc.).
- Work with the board of directors to determine values and mission, and plan for short and long-term goals.
- Troubleshooting and maintenance of the software's.

25/09/2021 – 20/11/2021 Lahore, Pakistan
CUSTOMER SUPPORT EXECUTIVE / CHAT SUPPORT MINDBRIDGE PVT LTD (PROJECT OF TALABAT)

- Handling 5 chats in a row and providing the best customer service.
- Replying to more than 100 Chats by using templates and snippets daily.
- Calling Restaurants and Riders if customers desired to add cooking instructions or amend the order process.
- Solving problems with empathy and meeting the high expectations of customers.
- Processing refunds.
- Live Contact with the dispatch team related orders follow-up.
- Analyze productivity trends and take appropriate steps to ensure maximum efficiencies are met to deliver on expected results.
- Ensure performance management processes are in place to report - trends and target performance improvement opportunities.

01/12/2021 – 01/04/2022 Lahore, Pakistan
RACT JS INTRNEE TRYSELL PVT LTD

- Working on HTML, CSS, Bootstrap.
- Basics Of JavaScript.

01/07/2021 – 15/09/2021 Lahore, Pakistan
EVENT MANAGER EVENT EXPERT PVT LTD.

Event managers plan and oversee events such as festivals, conferences, ceremonies, cultural events, exhibitions, formal parties, concerts, or conventions.\ They organize every stage of the events planning the venues, staff, suppliers, media, insurances all within the allocated budgetary and time limits. Event managers ensure the legal obligations are followed and the expectations of the target audience are met. They work together with the marketing team in promoting the event, searching new clients and gathering constructive feedback after the events took place.

EDUCATION AND TRAINING

12/02/2017 – 04/03/2021 Lahore, Pakistan
BACHELOR'S IN COMPUTER SCIENCE Islamia University of Bahawalpur

Address Model Colony, Gulberg 3 Lahore, Lahore, Pakistan

LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C2	C1	C1	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office ｜ Microsoft Word ｜ Microsoft Powerpoint ｜ Social Media ｜ Facebook ｜ Google Drive ｜ Skype ｜ Zoom ｜ Microsoft Excel ｜ Google Docs ｜ Instagram ｜ Power Point ｜ LinkedIn ｜ Good listener and communicator ｜ Team-work oriented ｜ Creativity ｜ Written and Verbal skills ｜ Critical thinking ｜ Organizational and planning skills ｜ Motivated ｜ Gmail ｜ Internet user ｜ Teamwork ｜ Decision-making ｜ Strategic Planning

ADDITIONAL INFORMATION

DRIVING LICENCE

Driving Licence: AM
Driving Licence: A1
Driving Licence: A2
Driving Licence: A
Driving Licence: B1
Driving Licence: B
Driving Licence: BE

CERTIFICATIONS

10/02/2023 – CURRENT
DevOps

Join DevOps Bootcamp from Purelogics. Working on the latest technologies like Linux, AWS, etc.