

# Maryam Hina

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## EDUCATION

**TriOS College:** *Mobile and Web Developer*

*May 2024 - Present*

- Relevant Coursework: Graphical Design, HTML, CSS, JavaScript, Linux Web Hosting, WordPress, UI/UX Design, React Development.

**University of Punjab:** *Bachelor of Arts in Journalism*

*January 2015*

## EXPERIENCE

**Fareeha's Event Design,** *Customer Support*

*April 2022 - Present*

Provide multi-channel support to customers, driving customer satisfaction

- Engaged with customers on social media platforms, addressing questions and concerns publicly and privately, enhancing brand reputation.
- Configured Meta business suite automated responses to ad inquiries, to ensure timely and quality service
- Manage phone and email inquiries, maintain an average customer wait time of .2 hours.

**Woodstream Immigration,** *IT Support, Vaughan, ON*

*April 2019 - April 2022*

Handled IT configuration and support based on company needs.

- Worked closely with founders to ensure smooth technology integration during startup
- Managed digital content for marketing and client portfolios
- Actively solicited and analyzed customer feedback through surveys and direct interactions, leading to actionable insights and service improvements.

**Gravity Autos,** *Customer Service Representative*

*January 2015 - March 2019*

Providing customer service and support for Gravity Autos' clients

- Provided assistance to customers via phone, resolving inquiries and technical issues with a 99% CSAT score
- Managed an average volume of 20 of customer emails per day, ensuring timely responses and solutions, maintaining an average resolution time of under 24 hours.

## CERTIFICATIONS

**Coursera, I.T tech support**

*January 2023*

- Algorithms, data structures, web development, and software engineering

**Google IT Support Professional Certificate**

*October 2023*

- Customer support, troubleshooting, computer hardware/software

**Complete Web Development Bootcamp Udemy**

*May 2024*

- Web development, HTML/CSS, Javascript, web frameworks

## SKILLS

**Ticketing/CRM:** Zendesk, Salesforce, Freshdesk, Tableau, Jira Service Desk, Microsoft Suite

**Web Design and Development:** HTML, CSS, JavaScript, WordPress, Linux Web Hosting

**Programming Languages:** Python, MySQL, Java

**Operating Systems:** Windows, Mac, Linux, Android, iOS