


Junaid Siddiqui

WEB DEVELOPER

 junaidsid125@gmail.com

 +92-31223-44735

 Karachi Nazimabad No1

PROFILE:

Knowledgeable and dedicated customer service professional with extensive experience in the IT industry. Solid team player with an outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed, and process optimization. Articulate, energetic, and results-oriented with an exemplary passion for developing relationships, cultivating partnerships, and growing businesses.

EDUCATION HISTORY



Matriculation OF COMPUTER SCIENCE.

Institution: Sirsyed Children Acadmy

Year of Matriculation: 2020

- Achieved A-Grad



INTERMEDIATE OF COMMERCE

Institution: Ship Owner College

Year of Intermediate: 2022

- Achieved B-Grad

WORK EXPERIENCE



Senior Customer Support Executive

Multi Soft.

05-2016

- Perform on-site and remote technical support.
- Identifying complaints and resolving issues within a defined period
- Maintains excellent communication with the Software Developer on all tasks and projects.
- Provide network and desktop support to all Clients throughout Oman, Ireland, South Africa, and Pakistan
- Import data from excel on the database and manipulate data as per software structure.
- Testing application bugs and resolving them.
- Induct and train new staff on the computer systems and company policies
- Performing miscellaneous job-related duties as assigned by the higher authorities



RELEVANT SKILLS

- HTML, CSS, BOOTSTRAP, jQuery, PHP, SQL & MYSQL
- Front End & Back End Coding
- Technical Support
- Administrative support
- Technical Documentation