
Dedicated and versatile professional with a background in both technical support and graphic design. Experienced in providing timely and effective technical assistance to customers, resolving software issues, and documenting interactions. Skilled in creating visually engaging designs for promotional materials while adhering to brand guidelines. A proactive problem-solver with a commitment to customer satisfaction and continuous improvement. Holds a Bachelor of Science in Computer Science and brings a strong foundation in both technical and creative domains to any team.

EXPERIENCE

TECH SUPPORT REPRESENTATIVE

IIFA Tech

May 2022 – Present

- Providing timely and effective technical support to customers via phone, email, and chat.
- Troubleshooting software issues reported by customers and resolving them in a timely manner.
- Documenting and tracking customer interactions and issue resolutions in the support ticketing system.
- Communicating effectively with customers to understand the nature of their technical problems and guiding them through solutions.
- Escalating complex technical issues to the appropriate teams and following up on issue resolution.
- Collaborating with the development and QA teams to identify and address recurring technical issues.
- Assisting in creating and maintaining support documentation, knowledge base articles, and FAQs.

GRAPHIC DESIGNER

Forman Christian College University (FCCU)

Oct 2022 – Jan 2023

- Creating visually engaging designs for promotional materials, including posters, flyers, social media graphics, and event invitations.
- Ensuring all designs align with the society's brand guidelines and messaging.
- Incorporating feedback from team members and stakeholders to refine designs and achieve desired outcomes.
- Assisting in developing concepts and themes for events and campaigns.
- Maintaining organized files and documentation for all design projects.
- Staying updated on design trends and best practices to continually improve skills and deliver high-quality work.

CUSTOMER SUPPORT REPRESENTATIVE

Mindbridge Private Limited

Sep 2020 – Apr 2022

- Assisted customers with product information, order status, and returns or exchanges
 - Maintained a high level of professionalism and empathy while handling customer complaints and concerns
 - Accurately entered and updated customer information and orders in the database
 - Proactively identified and reported trends in customer issues to improve overall customer satisfaction
 - Collaborated with other team members to ensure timely resolution of customer issues
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EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE (BSCS)

Forman Christian College University (FCCU)

2020 – 2024

INTERMEDIATE IN COMPUTER SCIENCE (ICS)

Punjab Group of Colleges

2017 – 2019

MATRICULATION

Lahore Progressive High School

2015 – 2017

TOOLS & TECHNICAL SKILLS

- | | |
|-------------|-----------|
| • Python | • C++ |
| • Wordpress | • Jira |
| • Slack | • Bliss |
| • MS Office | • G-Suite |

REFERENCES

References will be provided on demand.