

Masab Ali

Digital evangelist on a pursuit to be a part of empowered communities and ecosystems with ideas, skills, and tech.

✉ masabali143@gmail.com

📍 Lahore, Lahore, Pakistan

🐙 github.com/MasabAli

📞 03486685898

🌐 linkedin.com/in/masab-ali-860697179

EDUCATION

BS Computer Science Virtual University

07/2021

SKILLS

CRM, Zendesk, HTML/CSS, JavaScript, Bootstrap, J query, C++, React.js, Node.js, Git, GitHub, AWS, Microsoft Azure, Sqlite, Jira,

WORK EXPERIENCE

Level 2 Technical Support Analyst CrossOver

08/2022 - 01/2022

Remote

TOP 1% OF GLOBAL TALENT

Achievements/Tasks

- Graduated 4 products and provided support to customers from all the regions

Contact : Contract

Senior Technical Support Engineer Workplace/Company

02/2021 - 07/2023

Afiniti is a software company that provides artificial intelligence-based solutions to enhance customer experience and increase profitability for businesses. The company's proprietary AI algorithms analyze a variety of customer data, including demographic information, call logs, and online behavior, to optimize call routing and improve the likelihood of successful customer interactions.

Achievements/Tasks

- Working as a Full-Stack Developer also providing tech support on various software.

Frontend Developer Freelance

05/2022 - Present

Lahore

Working on various freelance platforms to resolve customer queries regarding their previously created websites. Creating websites from scratch.

CERTIFICATES

AWS Fundamentals Specialization

Online-Coursera

Google IT Supports Specialization

Online Coursera

English For Effective Business Communication

Online Coursera

Block Chain Basics

Online Coursera

Advance Machine Learning and Signal Processing

Online IBM

Server Side Development with NodeJS, Express and MongoDB

Online Coursera

INTERESTS

Digital Art, Reading, Photography, Web Designing, Gaming