

Muhammad Kamaluddeen

Frontend Developer | Customer Service

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EDUCATION

2022 - 2023 - ALX Software Engineering

Programme- Nairobi

2014 - 2018 - Bachelor of Science: Geology

Alhikmah University - Adewole Estate, Adeta
Road, Ilorin, Kwara State.

2011 - 2014 - West African Senior School

Certificate - Unity International School, 5th
Avenue, Gwarimpa, Abuja.

2009 - 2011 - Junior Secondary School

Certificate - Community Secondary School,
Asokoro, FCT Abuja

2003 - 2008 Primary School Certificate -

Community Secondary School, Asokoro FCT
Abuja.

Additional coursework/certificates

TECHNICAL SKILLS

- HTML

Passionate Web Developer specializing in crafting visually stunning websites, focusing on user-friendly interfaces. Proficient in creating aesthetically pleasing web experiences, bringing a commitment to contribute skills to dynamic projects within a collaborative team.

WORK EXPERIENCE

Customer Service

2020 - 2022

TajBank, No 72 Ahmadu Bello Way, Central Business
District, Abuja 900103, FCT

- Maintained high customer satisfaction by assisting a large volume of customers daily with a positive attitude, resulting in a 20% increase in customer retention and loyalty.
- Increased customer loyalty by 35% through resolving customer complaints with empathy, resulting in repeat business and positive word-of-mouth referrals.
- Promptly addressed customer concerns, providing accurate information, leading to a 25% increase in customer satisfaction and positive feedback.
- Resolved 95% of customer complaints within 24 hours, resulting in increased customer satisfaction and retention rates.
- Updated account information to maintain customer records, resulting in a 20% reduction in data errors and enhancing overall customer experience.

NYSC

2018-2019

Federal Capital Development Authority, Area 11, Garki,
Abuja

- Worked closely with IT to troubleshoot and rectify platform issues, leading to a 20% decrease in user complaints and increased productivity.
- Enhanced IT support by setting up and maintaining computers and other necessary technology, leading to a 25% decrease in system downtime and improved overall operational efficiency.
- Provided efficient administrative support, resulting in improved workflow and increased team productivity.

INDUSTRIAL TRAINEE

2016 - 2017

Mohtas Consultant Limited, Doma Plaza, Gombe

- CSS
- Javascript
- Tailwind css
- SASS
- Python
- C
- PHP
- React.js
- MySQL
- Microsoft office packages
- Site surveying and surface investigation of groundwater using electrical resistivity method
- Worked under a supervisor and assisted in the documentation and supervision of borehole drilling
- Worked closely with industry professionals to expand upon acquired training with practical knowledge.

Additional Coursework/certificates

ALX Software Engineering program

<https://intranet.alxswe.com/certificates/3BFjryRs27>

Meta frontend professional

certificate-<https://www.coursera.org/account/accomplishments/specialization/2T9DZLRDRBJH>

ALX AiCE - AI Career Essentials

<https://intranet.alxswe.com/certificates/cBLGEZp6SM>