Muhammad Usama Hassan

Presales and development Engineer

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Near Mohammadi Ground,
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PROFESSIONAL SUMMARY

Experienced presales and development engineer with a proven track record of 6x years in operations and project management, innovation, specializing in Falcon-i's initiatives. Proficient in client communication, proposal generation, and tailored project development to meet specific requirements, ensuring client satisfaction and project success.

KEY SKILLS—

HTML
CSS
Bootstrap
JavaScript
C#
React
SQL Server
IoT handling
Email handling
Customer Services
Product Support
Technical Proposal
Technical Quotations
Product development
Presentation and Training
Research and development

EDUCATION —

MCS (Computer Science)
KIET- Collaborative with
Pakistan Air Force (Continue…)

HOBBIES —

Cricket
Research
Development
Reading Islamic Books.

EXPERIENCE

2022 Continue…
Presales & Development Engineer
Falcon-I Pvt Ltd IoT and Fleet Management Company.
- ❖ Collaborate with the sales team to understand customer needs and requirements.
- ❖ Development and designing of web application then give knowledge and trainings to client.

Aug 2019 to May 2022
Technical Support Executive
Falcon-I Pvt Ltd IoT and Fleet Management Company.
- ❖ Follow standard operating procedures and guidelines for issue resolution.
- ❖ Handle complains, vigilant on service desk, technical email, response and conclusions.

Aug 2017 to June 2019
Operation Theatre Assistant
Sindh institute of Urology and Transplantation.
- ❖ Maintain operations performance report and manage inventory.
- ❖ Schedule operation dates, calls to patients, Provided ideas and support.

CERTIFICATES

- **MER Stack development** (BMJ IT Continue)
- **Technical Support Expert Certification** (Falcon-I PVT LTD, 2022)
- **English Language and Official Report Writing** (Jay Academy, 2021)
- **Microsoft Office** (Ibrahim Jamal Institute of Information Technology, 2018)
- **Graphic Designing** (Ibrahim Jamal Institute of Information Technology, 2018)

ACHIVEMENTS AND PROJECTS

- Working fleet management software, designing front-end (Continue)
- Designed Front-end the project of Jewelry Company software (2023)
- Website Scientific Calculator (2023)
- Employee of the month certification in L2 Support (2022)