

Mujtaba Ali Khan

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<https://github.com/Mujtaba-AliKhan> Hyderabad, India

PROFESSIONAL SUMMARY

Web Developer and IT Support Specialist with over 3 years of experience in customer service and technical support. Skilled in building responsive web applications using React.js, Flask, and JavaScript, with proven ability to troubleshoot complex technical issues and ensure client satisfaction. Seeking to leverage full-stack development skills to create efficient and user-friendly web solutions.


ACADEMIC PERFORMANCE

Bachelor of Computer Applications, Gulbarga University
Jul 2017 – Nov 2020 | Gulbarga, India
Relevant Course Work : C language, C++, Java, HTML, SQL, C# & .net.


Higher Secondary Certificate, The Indian School, Kingdom of Bahrain 
May 2017
Relevant Course Work: English, Business, Accountancy, Economics, Multimedia and Web Technology (HTML, JavaScript, CSS)

Secondary School Certificate, The Indian School, Bahrain
May 2015
Relevant Course Work: English, Mathematics, Social Science, Physics, Chemistry, Biology, Computers


PROFESSIONAL EXPERIENCE

Customer Service Professional, Foundever 
Jul 2024 – present | Hyderabad, India

- Provided technical support for Verizon Wireless business clients, addressing issues with network connectivity, billing, and WiFi.
- Troubleshot smartphones and tablets, achieving prompt resolution for common and complex technical issues, contributing to high customer satisfaction.
- Collaborated with team members to handle escalated cases, ensuring efficient and accurate solutions in line with company service standards.

IT Support associate, Tech Mahindra 
Jun 2021 – Nov 2023 | Hyderabad, India

- Led over 20 tasks daily with a 98% on-time delivery rate, enhancing efficiency by 30% through tailored software solutions for clients.
- Achieved a 95% success rate in customizing technical solutions to meet client needs, and provided training on complex tech concepts to over 100 non-technical stakeholders, resulting in a 90% satisfaction rate.

Process Analyst, VNK4U Consulting Private Limited 
Mar 2020 – Mar 2021 | Hyderabad, India

- Explained Form 1040 and other tax documentation to clients, achieving a 95% understanding rate.
- Delivered accurate drafts with a 90% satisfaction rate, and managed document flow, ensuring timely processing of 150+ payments annually.
- Addressed 50+ client inquiries to ensure precise tax filings, contributing to an 85% on-time service delivery rate.

INTERNSHIP

Web Developer, Aframe Technologies
Apr 2024 – May 2024

- Assisted in developing front-end features with HTML, CSS, and JavaScript.
- Conducted code reviews, and debugging for performance optimization.
- Supported website maintenance and updates to improve user experience.

PROFESSIONAL SKILLS

Front-End Development: HTML5, CSS3, JavaScript, React.js, Tailwind CSS, Bootstrap, Redux


Back-end Development: Python, Flask, SQL, DBMS


Tools and Technologies: Git, GitHub, MS Office, Photoshop


Soft Skills: Customer service, client communication, problem-solving

Testing & Debugging: Code reviews, performance optimization, debugging


COURSES

Full-Stack Development with Python, Niltech Edu 
Aug 2023 – May 2024
In-depth training on Python and full-stack technologies for both front-end and back-end.


Python Complete Course For Python Beginners, Udemy.com 
Mastered python programming concepts and application development.

Responsive Web Design, Freecodecamp.com 
Certification covering CSS, HTML, and principles of responsive design.


PROJECTS

Mujtaba Ali Khan Portfolio 

- Developed a personal portfolio website showcasing projects and skills with a focus on responsive design and SEO best practices.
- Tools & Technologies: React.js, Vite, HTML5, CSS3, JavaScript, Bootstrap.


Wikipurrdia 


- Created an informative React site to display cat breed and coat information, incorporating a carousel component for dynamic content display.
- Tools & Technologies: React.js, Vite, HTML5, CSS3, JavaScript.

Weather App using Flask 

- Built a weather application using Flask to fetch real-time data from the OpenWeather API and displayed it in a user-friendly interface.
- Tools & Technologies: Flask, HTML5, CSS3, JavaScript, OpenWeather API.

Resume Builder, a Flask-based resume builder app with extensive use of front-end technologies
Tools and Technologies: HTML5, CSS3, Javascript

To-do List App, a simple to-do list application 
Tools and Technologies: HTML5, CSS3, Javascript

Food Munch App,
A responsive commercial website for a restaurant 
Tools and Technologies: HTML5, CSS3