

UMER KHAN

Email: umerithebest@gmail.com | **Phone:** 0333- 52776636 | Karachi, Pakistan | LinkedIn/UmerKhan

EDUCATION

- International University of Applied Sciences | Germany | Bachelor's in Business and IT **Dec'21 – Present**
- Intermediate | Board of Intermediate And Secondary Education | Mirpurkhas, Sindh **Sep'19 – Oct'21**
- O'levels | Army Public School | Karachi **Aug'17 – May'19**

WORK EXPERIENCE

Liaison Manager - Customer Support | Charles Nedder Team, Pakistan **Jan'23 – Mar'23**

- Acted as a liaison manager providing customer support services with a customer satisfaction rating of **95%**.
- Collaborated with **15** potential buyers interested in purchasing properties everyday.
- Facilitated connections between buyers and real estate agents, ensuring smooth property transactions and achieving a **90%** closing rate.

Seller Associate | Ebay **Jan'18 – Dec'20**

- Maintained a 100% positive feedback rating from customers by providing excellent customer service.
- Used effective strategies to optimize product listings, resulting in a 30% improvement in conversion rates.
- Utilized platforms such as **Zik Analytics** for comprehensive product research and competitor analysis, leading to a 10% increase in product visibility and competitiveness.
- Leveraged tools like **CJDropshipping** for efficient listing creation and streamlined item management, resulting in a **90%** reduction in listing creation time and improved order fulfillment process.

CERTIFICATIONS AND ADDITIONAL SKILLS

Open Source Server Advocate | 2023

Expanding knowledge in Kubernetes, data engineering, and OpenAI evaluations via. online tutorials and resources.

Harvard CS50's Introduction to Programming with Python | 2023

- Web Scraping
- Data Extraction and Parsing
- Data Analyzing and Visualization

SOFTWARES

- Zik analytics
- Python (IED VS code)
- Terapeak
- DSM tool
- CJ dropshipping
- Excel