

Ramsha Imran

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Linked in Github

Professional Summary

Enthusiastic and motivated Software Engineering graduate with hands-on experience in web and mobile development, gained through academic projects and teaching roles. Skilled in frontend and backend technologies, database management, and agile methodologies. Eager to contribute to a dynamic development environment, enhance technical skills, and support organizational growth.

Education

Jinnah University for Women — BS in Software Engineering

2021 – 2024 | CGPA: 3.43

Work Experience

Aptech Learning – Lecturer

Oct 2023 – Present

- Deliver lectures on web development, backend programming, and databases.
- Design curriculum, evaluate student performance, and collaborate with faculty to enhance learning outcomes.
- Provide hands-on training in HTML, CSS, JavaScript, PHP, ASP.NET, SQL Server, and MySQL.

Smart Debriefing at TCS – Customer Service Representative

Nov 2022 – Dec 2022

- Resolved inquiries efficiently, contributing to positive customer satisfaction scores.
- Delivered exceptional customer service at Smart Debriefing, resolving 95% of customer issues in the first call.
- Collaborated with team to improve call handling efficiency by 20%.

Technical Skills

Hard Skills

Have the knowledge and keen interest in following areas:

- **Frontend:** HTML, CSS, JavaScript, Bootstrap, Angular, jQuery, React.js, Tailwind css
- **Backend:** Python, Flask, PHP, ASP.NET, Laravel, Node.js, Express.js
- **Database:** SQL, MySQL, MONGODB
- **Cross-Platform / Mobile:** Flutter
- **Tools & Others:** Microsoft Word, PowerPoint, Excel, Figma, Git

Soft Skills

- Creative
- Adaptability
- Quick learner
- Time management

Certifications

- Project Management Essentials Certified
- AWS Academy Cloud Foundations
- Scrum Foundation Professional Certification-SFPC™
- AWS Academy Data Engineering
- Mern stack(Express, Mongo, React and Node)- Hazza Institute of Technology