

Muhammad Saqib Afzal

SOFTWARE ENGINEER | CUSTOMER & TECH SUPPORT BACKGROUND

Proficient in web and app development, with hands-on experience in designing, building, and deploying user-friendly applications. Skilled in troubleshooting, debugging, and optimizing systems to ensure seamless functionality and performance. Combines technical expertise with strong customer service skills to deliver solutions that meet both technical requirements and user expectations. Adept at collaborating with teams and clients to achieve project goals while maintaining a focus on user satisfaction.

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Address: 147/12-B Canal City,
Lahore

EDUCATION

BS Software Engineering, Superior University, Lahore 2020-2024

F.Sc Pre-Engineering, Superior College, Lahore 2018-2020

STRENGTHS & EXPERTISE

Web & App Development

Customer-Centric Approach

Communication

Technical Skills

Team Leadership

Time Management

Problem-Solving

Adaptability & Learning

Client Relationship Management

PROFESSIONAL EXPERIENCE

Freelance Web & App Developer - *Self-Employed*

- Designed, developed, and deployed responsive web and mobile applications for clients across various industries.
- Collaborated with clients to gather requirements, create project plans, and deliver customized solutions.
- Utilized languages "HTML, CSS, JavaScript, React, Java, XML" to build scalable and user-friendly applications.

Call Center Representative - *US Medicare Campaign | May 2022 – August 2022*

- Assisted customers with inquiries related to Medicare plans, eligibility, and benefits.
- Provided clear and accurate information, ensuring compliance with Medicare regulations and guidelines.
- Resolved complex customer issues by collaborating with internal teams and following up until resolution.

Freelance Truck Dispatcher - *Self-Employed*

- Coordinated and managed dispatch operations for a fleet of trucks, ensuring timely deliveries and optimal routing.
- Communicated with drivers, clients, and vendors to resolve issues and maintain smooth operations.
- Utilized dispatch software to track shipments, update schedules, and maintain accurate records.

TECHNICAL SKILLS

- **Programming Languages** : JavaScript (ES6+), Java, PHP
- **Web Development** : HTML5, CSS3, React.js, Next.js
- **Android Development** : Java, XML (UI Design), Android Studio