UMAR SIDDIQUI

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LinkedIn | **Personal Portfolio** | **GitHub**

PROFESSIONAL SUMMARY

Dynamic and forward-thinking technology enthusiast with over 4 years of extensive customer service experience. I have a proven track record in troubleshooting and delivering unparalleled customer support, coupled with a strong inclination towards technology. Proficient in a wide array of programming languages and platforms, adept at developing innovative technical solutions. Known for my ability to analyze system performance and security to enhance user experience. Eager to leverage my skills and experience to drive impactful results in a collaborative and dynamic professional environment.

SKILLS

- Technical Support
- IT ticketing system (Zendesk)
- Customer Support
- Problem Solving
- Call center experience

- Escalation management
- HTML | CSS |TypeScript|JavaScript|
- VueJS |ReactJS | C#|ASP .NET 7
- SQL | DynamoDB
- AWS | Azure

WORK HISTORY

Feb 2023 - Current
Customer Support Consultant
Healthengine - Perth, WA

- Installed and maintained Healthengine Appointment Connector, ensuring seamless connectivity with Practice Management software databases.
- Diagnosed and resolved complex Appointment Connector issues using advanced network diagnostics and troubleshooting methodologies.
- Provided exemplary customer service support via phone, tickets, and online chats, effectively addressing technical inquiries.
- Collaborated with internal teams to escalate and resolve technical issues, ensuring prompt resolution and client satisfaction.
- Enhanced practice efficiency and performance through successful integration of Healthengine products within diverse Practice Management Systems.
- Demonstrated strong problem-solving skills in diagnosing and resolving remote server connectivity issues, ensuring uninterrupted client service delivery.

- Elevated customer satisfaction by efficiently resolving technical issues and consistently meeting or surpassing performance metrics.

Aug 2023 - Dec 2023
Software Developer Intern
Cloudcon Pty Ltd

- Proficient in various programming languages and technology stacks.
- Familiarity with Azure for feature enhancement.
- Hosted, deployed, and managed web applications using Internet Information Services
- AWS expertise.
- Cross-platform mobile app development with React Native.
- Web interfaces with VueJS, ReactJS, TypeScript, and JavaScript.
- Database management (MySQL, DynamoDB) for data integrity.
- Back-end development using ASP.Net and C#.

Jan 2020 - Aug 2023
Assistant Manager
Kathmandu

- Spearhead efficient store management, resulting in streamlined operations and increased profitability
- Foster a customer-focused culture by implementing strategic sales, service, and compliance initiatives, boosting customer satisfaction and loyalty
- Lead and motivate a diverse team to consistently achieve KPIs and exceed sales objectives
- Document critical information using the MS Office Suite, ensuring accurate and organized records
- Ensure strict compliance with occupational health and safety (OHNS) standards, maintaining a secure and accident-free work environment
- Surpassed Quarterly sales targets by 50%, driving substantial revenue growth
- Expertly onboarded new employees through comprehensive training and meticulous documentation, resulting in a reduced learning curve and enhanced team productivity.

ACCOMPLISHMENTS

• AZ-104: Microsoft Azure Administrator Training
• LinkedIn certificate-Windows 10 for IT Support: Advanced Troubleshooting
• LinkedIn certificate-Networking Foundations: Networking Basics • LinkedIn certificate-Vue.js: Testing and Debugging
• Academic Achievement Award | Southern Cross University 2021 • Academic Excellence achievement | Cloud And Enterprise Computing | Federation University Australia 2020

EDUCATION

Dec 2022
Bachelor of Information Technology: Software Development