

ABDUL REHAMAN SHAIK

Associate Customer Support

DETAILS

ADDRESS

Flat.No-12B, Sri Residency, 2nd B Cross Rd,
Chandra Layout, Marathahalli, Bengaluru,
Karnataka 560037,
India.

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7075227813

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abdulrehamanshaik021@gmail.com

LINKS

<https://www.linkedin.com/in/abdul-rehaman-shaik-b8598b384/>

Portfolio : https://webninja21.github.io/Abdul_rehaman_shaik.com/

SKILLS

Wireframing and Prototyping

User Research and Usability Testing

Accessibility and User-Centered Design

Information Architecture

Collaboration with Cross-Functional Teams

Figma

HTML5

CSS3

Javascript

LANGUAGES

English

Hindi

Telugu

Urdu

PROFILE

User-focused and empathetic professional with 2 years of experience in customer support, now transitioning into User Experience Design. Proven ability to understand user pain points, communicate effectively, and solve problems across high-volume environments. Skilled in using research insights to improve experiences and streamline processes. Passionate about creating intuitive, accessible, and impactful digital products that enhance user satisfaction.

EMPLOYMENT HISTORY

Associate – Customer Support

Tech Mahindra, Chennai

Sep 2023 – July 2025

PROJECT

PocketBuddy – Mini Loan Finance App (UI/UX Project)

PocketBuddy is a mobile application designed to provide users with instant access to small personal loans in a simple, secure, and user-friendly way. The goal was to build a seamless loan application flow with clear information architecture to build user trust and encourage adoption.

Delivered a fully interactive prototype that streamlined the loan application process and enhanced user confidence. The client was impressed with the clean interface, simple navigation, and overall user experience design.

COURSES

UI/UX Designer, Skillbuz

Feb - 2023 - Jul - 2023

HOBBIES

Learning new design and modeling Softwares
Watching Movies,
Attending online events and summit,.
Going for fishing,
Spending time with family.

ACHIEVEMENTS

High Academic Performance:

Scored above 72.3% or maintained a strong CGPA (e.g., 7.23/10) throughout your degree.

Recognition for Innovation:

Presented a project in a national or college-level competition and won awards or commendations.

Sports Achievements:

Won the 1st Price in the Urban Zonal volleyball sports in School Level.

EDUCATION

Kallam Haranadhareddy Institute of Technology,
Bachelor of Technology (CIVIL ENGINEERING)
7.23 CGPA

2018 - 2022

Sri Chaitanya junior college,
Higher Secondary Certificate
7 6.8 Percentage

2016 - 2018

Goverment Boys High School,
Secondary School Certificate
6.0 GPA

2015 - 2016

EXTRA-CURRICULAR ACTIVITIES

Leadership & Organizational Activities

- Serving as a committee member for college events like tech fests or cultural festivals.
- Leading or being part of student chapters for civil engineering societies.
- Organizing field visits to construction sites or industrial areas.
- Coordinating internships or alumni interaction sessions for peers.

Sports & Teamwork

- Representing your institution in sports (e.g., cricket, football, or athletics).
- Participating in team-building activities or events during your academic journey.
- Learning and practicing time management and collaboration through sports.

Personal Development Activities

- Public speaking or debating in forums related to engineering.
- Learning foreign languages that could be useful for international projects.
- Participating in leadership or management programs.