

MUZZAMMIL NAWAB

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Summary

A highly motivated and enthusiastic entry-level software engineer with experience in customer service and sales. Proficient in programming languages such as Java, Python, React.js, Node.js, C++, HTML, and CSS. Possesses excellent communication and problem-solving skills, with a passion for delivering outstanding customer service. Seeking an opportunity to leverage my technical abilities and customer service experience to make a positive impact as a software engineer.

Professional Experience

Target: Sales Associate (Irving, TX)

01/2023-Ongoing

- As a Sales Floor team member, I am responsible for delivering an exceptional guest experience. I interact with guests in a welcoming manner and use my extensive product knowledge to assist them with any questions or concerns they may have. I am a problem-solver and a brand ambassador, offering recommendations and ensuring the store is well-stocked and tidy. I am empowered to make decisions to resolve guest concerns in a polite and helpful manner. My ultimate goal is to create a store environment that generates love and loyalty for Target among our guests, making their visit a truly memorable one.

Wal-Mart: Customer Service Representative (Austin, TX)

05/2022-06/2022

- Ensured proper organization of the store
- Responded to customer complaints and questions and contributed to the customer service experience
- Handled issues of return, exchange, and refund
- Treated customers with courtesy
- Ensured total satisfaction of customers during their shopping experience
- Responded professionally to compliments and complaints from customers Obtain all the necessary information to offer appropriate response to product and service inquiries
- Worked hand-in-hand with other internal department staff to resolve customers' complaints
- Offered training to newly hired customer service associates and Identified areas for improvement in the operation of the store.

Wal-Mart: Sales Associate (Austin, TX)

06/2022-08/2022

- Identified root cause solutions contact issues by asking probing questions in order to understand the issue; documented customer and associate concerns and feedback; researched issues; identified and communicated data trends to multiple departments (for example, Merchandising, Operations, Public Relations); and implemented resolutions
- Supported and advise entry-level contact center resolution specialists by responding to escalated contacts; researching issues as necessary; and providing resolution
- Enhanced engagement of and collects feedback from stores, associates, and high-impact customers by researching and resolving ongoing issues; following up with customers on issues; implementing resolutions; communicating final decisions and resolutions to customers; and gathering and recording customer satisfaction survey ratings.

Education

Dallas College

AS Computer Science | GPA: 3.7 / 4.0

2022 - Ongoing

McNeil Highschool

Highschool Diploma

2018 - 2022

Skills

Java • Python • Javascript • Angular • React.js • Node.js • Ninja Framework • Django Framework • C++ • SwiftUI • HTML • CSS • SASS • AWS w/ Python • Linux • MySQL

Personal Projects

Test Engineer (Freelanced)

Responsibilities

- Supported the design and development of test cases to perform environment and system integration validation, including database/backend testing, ETL using Informatica, and web services technology
- Supported development and maintenance of unit test cases; test cases and/or user stories; and test reports
- Supported performance test execution in development, test, and production environments for each build, sprint, and release in the iterative development lifecycle

Lead Website Designer

- Developed Front end software application using HTML, CSS, and JavaScript in Node.js, backend automation tools using Java with Ninja framework.
- This websites starts with an introduction page, then goes on to a little about my self and hobbies, and then you can navigate to my skills, experiences, education etc.

Bestbuy Scalper Bot

- This Bot is an Add to cart and Auto Checkout Bot. This auto buying bot can search an item repeatedly on the item page using one keyword. Once the desired item is available it can add to cart and checkout very fast. This auto purchasing BestBuy Bot can work on Firefox Browser so it can run in all Operating Systems. It can run for multiple items simultaneously.
- Mainly was used for the Playstation5 but can be utilized for any other item as long as the API is changed to the website you would like.

Python Network Script

- A python script that logs and saves all the information of the networks the device has been connected to.
- No matter how long ago you last connected to an internet, it shows the IP address of it with the name and passcode to the network. Even if it the password was later changed. The program will show you all the information of the network.
- To make this an ethical program, I had to make it so it will only show you the ones that you have connected in the past.

Certification

[CompTIA A+ Certification](#) — (Preparing)

[Web Programming Certificate](#) — Udemy - In progress

[AWS w/ Python Certification Of Completion](#) — Udemy - 2022