Abdullah Soomro

Karachi, Pakistan

abdullahs61873@gmail.com — 0302-2491673

in linkedin.com/in/abdullahsoomro61873   github.com/abdullahsoomro61873

Objective

Aspiring Software Engineer with a strong passion for AI, Machine Learning, and Full-Stack Web Development. Seeking opportunities to contribute to innovative, scalable, and intelligent solutions. Eager to expand knowledge and build impactful applications using modern technologies.

Experience

Customer Service Executive   *Ibex – Karachi*
Domestic Campaign: Jazz   *Dec 2021 – Sep 2022*

- Provided customer support for Jazz users in a high-volume environment.
- Resolved billing, network, and service-related issues with high accuracy.
- Maintained clear communication to ensure positive customer experience.
- Handled inquiries through phone, ensuring timely resolution.
- Achieved performance targets including customer satisfaction and first-call resolution.

Education

Bachelor of Engineering in Software Engineering

Muhammad Ali Jinnah University – Karachi, Pakistan   *2022 – 2026*

Certifications

- Advanced Certificate in Information Technology (ACIT) – Infra Professional Training Centre
- Python Essentials 1 and Essentials 2 – Cisco Networking Academy

Skills

Technical Skills: Python, C++, JavaScript, HTML/CSS, MySQL
Tools & Technologies: VS Code, GitHub, Figma, UML, Cursor
Soft Skills: Effective communication, Time management, Problem-solving, Team collaboration

Projects

- **Aviation Database Management System**
  Technologies: MySQL
  Designed and implemented a normalized database for an aviation company to manage flights, staff, and customers.
- **Spam Detection System**
  Technologies: Python, Machine Learning (Naive Bayes), NLP
  Built a spam classifier using Naive Bayes and text preprocessing techniques to filter SMS messages.
- **Library Management System**
  Technologies: C++
  Developed a system to manage book records, borrowers, due dates, and fine calculation using OOP concepts.

Languages

English   —   Urdu   —   Sindhi