

# Ameer Ahmad

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<https://ahmad3-site.github.io/portfolio.com/>

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## Web Developer

Recent IT graduate with a strong foundation in networking, web development, and system support. Skilled in troubleshooting hardware/software issues, managing databases, and working with technologies such as PHP, HTML, CSS, and MySQL. Knowledgeable in networking protocols including TCP/IP, DNS, and DHCP, with hands-on experience in Windows and Linux environments. Strong problem-solving, communication, and teamwork skills, with a passion for learning and adapting to new technologies. Seeking an entry-level IT or technical support role to contribute technical expertise and grow professionally.

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## TECHNICAL SKILLS & SOFT SKILLS

- Programming: C, C++, HTML, CSS, JavaScript, Bootstrap, PHP, Python
  - Databases: MySQL
  - Operating System: Windows, Ubuntu, KaliLinux
  - Networking Protocols: TCP/IP, DNS, DHCP, HTTP/HTTPS, FTP, SMTP
  - Virtualization Tools: Virtual Box, VMware Workstation
  - Soft Skills: Problem Solving, Quick Learner, Leadership, Team Collaboration, Good Communication Skills
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## EDUCATION

**F.Sc (Pre-Engineering)**, Govt. Shalimar Post Graduate College, Lahore (2019-2021)

**BS Information Technology**, Virtual University Of Pakistan (2021 - 2025)

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## PROFESSIONAL EXPERIENCE

### Customer Support Representative | SHJ International | Nov 2023-Oct 2024

- Delivered timely and professional support to customers via phone, email, and chat, ensuring high levels of satisfaction.
- Resolved customer inquiries, complaints, and technical issues by providing effective troubleshooting and Solutions.
- Maintained accurate records of customer interactions in CRM systems to support process improvements.
- Collaborated with team members to meet performance targets, including response time and issue resolution rates.
- Enhanced customer experience by providing clear communication, empathy, and product knowledge.

### Teacher | Aug 2021 – Aug 2025

- Planned, prepared, and delivered engaging lessons tailored to students' learning needs and academic levels.
- Taught core subjects with a focus on building strong conceptual understanding and problem-solving skills.
- Assessed student performance through assignments, tests, and class participation to monitor progress.
- Provided individualized support and guidance to help struggling students improve their learning outcomes.
- Developed and maintained a positive classroom environment that encouraged participation and discipline

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## PROJECTS & PUBLICATIONS

### Event Management System (PHP & MySQL)

- Designed and developed a web-based system for event creation, browsing, RSVP tracking, and admin management.
- Implemented user authentication, role-based access control, and database integration.
- Built an attendee dashboard with event search and RSVP functionality, ensuring a smooth user experience.
- Enhanced database reliability by managing foreign key dependencies and SQL constraints.

### Travel & Tourism Website

- Created a responsive tourism platform to showcase destinations, travel packages, and booking features.
- Used HTML, CSS, Bootstrap, and PHP for front-end design and back-end processing.
- Integrated a search and filter feature for destinations to improve user navigation.
- Improved website performance through optimized queries and responsive design techniques.

### Discussion Portal & Registration Form

- Built a student-focused portal for discussions and registration using PHP, HTML, and CSS.
- Implemented form validation, session management, and database storage for user details.
- Designed a clean interface with Bootstrap for easy navigation and accessibility.
- Ensured data integrity with secure MySQL queries and structured workflows.

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## CERTIFICATIONS

- **Networking Essentials**

Cisco Networking Academy – July 2023

- **CIT( Web and Application Development)**

UET, Lahore – May 2023 to Aug 2023

- **Mathematics with MATLAB**

Professional Development Center(PDC)-2022

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