Muhammad Qasim

Mississauga, Ontario • +1 226-344-8048 • muhammad.qasim1@live.com

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Customer Care specialist

Objective: Detail-oriented and customer-focused professional with a proven track record in customer and technical support. Seeking a challenging role as a Customer Care Specialist at Wizebank to leverage my skills in providing exceptional support and ensuring a seamless customer experience.

WORK EXPERIENCE

Shakepay Inc. • 05/2020 - 08/2022
Customer Representative

- Provided exceptional customer support, addressing inquiries, resolving transaction issues, and offering technical assistance to ensure customer satisfaction.
- Utilized strong communication skills to handle inbound requests via chat and email, ensuring a seamless and effortless customer experience.
- Leveraged product knowledge to troubleshoot and resolve product-related issues, collaborating with internal teams when necessary.
- Actively contributed to the improvement of service delivery and processes, identifying opportunities for optimization and suggesting innovative solutions.
- Optimized customer support workflows through the development of new saved replies and the implementation of process improvements, resulting in increased efficiency and reduced resolution times.
- Developed and built a comprehensive knowledge base using Notion, creating an organized and easily accessible system for the support team from the ground up, resulting in increased efficiency and improved decision-making processes.
- Updated Help Center articles to accurately reflect app features, ensuring customers had access to relevant and up-to-date information.

Technical Support

- Facilitated communication between product, engineering, and customer support teams to ensure that customer feedback was taken into consideration when making user experience improvements.
- Investigated, documented and tracked bugs in Trello. Reported bugs and errors to engineering team and made sure user's concerns were dealt within a timely manner.
- Utilized technologies such as HTML, CSS, JavaScript and React to create and implement new components.
- Logged and tracked mobile and web app bugs using Trello and worked with engineering team to troubleshoot.

EDUCATION

Bachelors Of Science Mechanical Engineering
University Of Windsor

SKILLS

Communication, Empathy, JavaScript, ReactJS, Node.JS, Git, Task Management Tool (Trello), HTML, Quick Learning