Mohammad Anfaal

Generative AI Student / Full Stack Developer / Web Developer

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🪪 PROFILE

I am a Hardworking and enthusiastic College and KU certified Gen AI Student, in Sindh Governor House IT Initiative. I have created many programs at my starting level. But now we are taught that how to design a website or web software application. I want to start my career in AI just with a internship, through which I will shape myself in this career. Moreover, during my course I am also doing a digital sales marketing job with proven ability to establish and maintain excellent communication and relationships with clients. I have Excellent time management skills combined with a superior knowledge of the customer service industry. Bilingual, hardworking, and ready to join your team. My objective is to earn with a reputable position in your firm, where I can further polish my skills. I am Prepared, organized, and trained to follow regulations. Thanks

🎓 EDUCATION

Matriculation in Computer Science
The Learning Circle
08/2023 | Karachi, Pakistan
Have passed my first step toward success (Matriculation) with flying colors.

Intermediate in Pre-Engineering
Government College For Men, Nazimabad no:2, Karachi, Pakistan.
08/2023 – present | Karachi, Pakistan
Completing Inetermediate with great devotion towards studies.

💼 PROFESSIONAL EXPERIENCE

Suenos International Marketing
Chat Support Executive/Online Sales Executive
11/2023 – present | Karachi, Pakistan
1) Customer Interaction: Engage with customers through various online channels including chat, email, and social media platforms. Provide timely and accurate responses to inquiries, concerns, and product/service-related questions.

2) Product Knowledge: Develop a comprehensive understanding of the products/services offered by the company. Stay updated on product features, pricing, promotions, and any updates/changes.

3) Sales Support: Assist customers in making informed purchasing decisions by providing detailed product information, guiding them through the sales process, and addressing any objections or concerns they may have.

- Web Development
- Full Stack Developing
- Data Analysing
- Generative AI
- Different Program Generating
- TypeScript Coding
- MS Excel
- Data Management
- Online Sales Executive
- Freelancing
- Video Editing
- Picture Editing
- Social Media Browsing
- Internet Surfing
- Web Browsing

🌐 LANGUAGES

English ● ● ● ● ●
Urdu ● ● ● ● ●
Arabic ● ● ○ ○ ○
Japenese ● ● ○ ○ ○

📑 CERTIFICATES

Ms Excel
Issued by Talent Hunters

HTML
Issued by The Learning Circle

C++
Issued by The Learning Circle

4) Problem Resolution: Handle customer complaints and resolve issues efficiently and effectively. Take ownership of problems and follow through to ensure satisfactory resolution, escalating to higher levels of management when necessary.

5) Order Processing: Process online orders accurately and efficiently, ensuring all relevant information is captured and documented correctly. Coordinate with relevant departments (e.g., logistics, billing) to ensure smooth order fulfillment.

6) Upselling/Cross-selling: Identify opportunities to upsell or cross-sell additional products/services to customers based on their needs and preferences. Utilize persuasive selling techniques to maximize sales revenue.

7) Technical Assistance: Provide basic technical support to customers experiencing issues with online ordering, website navigation, or product usage. Troubleshoot common problems and escalate complex technical issues to the appropriate teams.

8) Documentation: Maintain accurate records of customer interactions, transactions, inquiries, and complaints using the company's CRM system or other designated tools. Generate reports as needed to track performance metrics and customer feedback.

9) Quality Assurance: Adhere to established quality standards and guidelines for customer service and sales interactions. Continuously strive to improve performance by soliciting feedback, participating in training programs, and staying updated on industry best practices.

10) Team Collaboration: Collaborate with colleagues across different departments, including sales, marketing, and customer service, to ensure a seamless customer experience and achieve overall business objectives.

11) Adaptability: Adapt to changing business needs and priorities, including fluctuating customer demands, new product launches, or promotional campaigns. Remain flexible in work schedules and duties as required.

12) Professionalism: Uphold the company's brand image and reputation by maintaining a professional demeanor in all customer interactions. Demonstrate empathy, patience, and courtesy towards customers at all times.

13) Weekly Reporting: Compile and submit comprehensive weekly reports to the company summarizing key metrics and performance indicators. Provide detailed insights into customer inquiries, sales trends, conversion rates, and any notable feedback or issues raised by customers.

COURSES

Generative Artificial Intelligence
Sindh Governor House IT Initiative (Karachi University)
02/2024 – 2025 | Karachi, Pakistan
Engaged in a pioneering project at the Sindh Governor House focusing on the study and implementation of generative artificial intelligence (AI) techniques. Responsibilities included conducting research, exploring cutting-edge methodologies, and collaborating with multidisciplinary teams to develop AI models capable of generating creative and innovative content autonomously. This hands-on experience provided valuable insights into the practical applications of AI in diverse fields, including art, language generation, and problem-solving, contributing to the advancement of AI technology in real-world contexts.

Microsoft Excel
Talent Hunters
Karachi, Pakistan
Online course conducted by team Talent Hunters in which they Taught many of the formulas, versions, working, etc...

Japenese Language Course
Online with Busuu Mobile Application
12/2023 – present | Karachi, Pakistan
Introduction to Arabic language including grammar fundamentals through which I really build up my vocabulary. Now I am going with my personal progress tracking and assessment.

Arabic Language Course
Online with Busuu Mobile Application
12/2023 – 01/2024 | Karachi, Pakistan
Introduction to Arabic language including grammar fundamentals through which I really build up my vocabulary. Now I am going with my personal progress tracking and assessment.

Basics Of HTML School Certificate
The Learning Circle
Karachi, Pakistan
Basics of HTML language including web development...

Basics Of C++ School Certificate
The Learning Circle
Karachi, Pakistan
Basics of C++ language including fundamental program development.

14) Performance Analysis: Analyze the data collected from customer interactions and sales activities to identify areas for improvement and opportunities for growth. Highlight successes and challenges encountered during the week, offering recommendations for strategies to enhance performance.

15) Goal Tracking: Track progress towards individual and team goals, such as sales targets, customer satisfaction metrics, and response time benchmarks. Identify any deviations from established goals and propose actionable steps to address them.

16) Feedback Integration: Incorporate feedback received from customers into the weekly report, showcasing examples of positive feedback as well as areas where improvements are needed. Use customer insights to inform decision-making and drive continuous improvement in service delivery.

17) Action Plan Development: Develop action plans based on the findings of the weekly report, outlining specific initiatives and tactics to address performance gaps and capitalize on opportunities. Collaborate with team members and management to implement these action plans effectively.

18) Communication: Communicate findings and recommendations from the weekly report clearly and effectively to relevant stakeholders within the company, including supervisors, team members, and other departments. Foster open dialogue and collaboration to drive alignment towards common goals.

19) Feedback Loop: Establish a feedback loop whereby insights gained from the weekly report are used to refine strategies, adjust priorities, and enhance the overall customer support and sales processes. Continuously iterate on improvement efforts based on ongoing feedback and performance evaluations.

A Forward
Online Sales Executive/Chat Support Representative
06/2023 – 10/2023 | Karachi, Pakistan
1) Assisted customers in navigating the company's website and online services, resulting in a X% increase in online sales
Utilized social media platforms to market and promote the event, resulting in a X% increase in online sales
2) Generated leads through online advertising campaigns, resulting in a X% increase in sales
3) To assist the costumer, price negotiating, appointment booking, changing his mind towards the product, etc.
4) Online Sales generating, data management through google sheets, monthly sales sheet representation

SKILLS

Ms Excel
Complete

Typing
Have high typing speed

Editing
Can edit any picture or video.

Online Sales Executive
I have experience of online product and service marketing, Increasing number of skills

Communication Skills
Good Analytical and Communicational Skills

To Assist a Costumer
I have experience to assist costumers.

Chat Support Representative
As I have good analytical and communicational skills for chat based contact.

Data Analyzing & Management
As I have previous experience, the said skill was included in my duties.

Freelancing
I tried to be a freelancer on fiverr but could not succeeded
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REFERENCES

Abu Hurerah, *Online Sales Executive,* A Forward
0313 9711895

M.Usama, *Manager,* Suenos International Marketing
03222892126

Hanzala Farooq, *Supervisor,*
Suenos International Marketing
03265859650

Armash Ashfaq, *Online Sales Executive,* A-Forward
03353925313

5) Direct chat support representative for the costumer, to assist the costumer as a company representative.
6) Build and maintain relationships with customers by understanding their needs and offering suitable products or services.
7) Conduct presentations or demonstrations to showcase products and services, addressing customer concerns and objections.
8) Negotiate terms and prices to reach mutually beneficial agreements, and close sales deals.
9) Provide regular reports on sales activities, progress, and forecasts to management.

PROJECTS

My Projects When I started This Gen AI Course
GitHub Projects
02/2024 – present
Git Hub Link: https://github.com/anfaal1387

YouTube Channel
A&A Islamic Education
12/2022 – present
I own a YouTube channel. This channel intends to provide you knowledge, guidance related to Islam and I also try to provide things related to health and food. My channel also owns motivational lectures, lines, etc...

DECLARATION

I hereby promise that all given information is correct. Please give me a chance to help your firm grow day by day. I want to earn a respectable position in a reputable firm, where I can polish my skills.

Mohammad Anfaal
Candidate