

Abdullah Salman Ali

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Karachi, Pakistan

PROFESSIONAL SUMMARY

Detail-oriented BS Computational Finance student with expertise in customer support, account management and software quality assurance. Skilled in testing, implementing SaaS solutions, and collaborating with teams to deliver efficient, user-focused software. Proficient in problem-solving, communication, and optimizing processes for client satisfaction.

KEY COMPETENCIES

Software Implementation & Testing	Analytical & Problem-Solving Skills	ERP Module Management
Customer Success & Upselling	Financial Management	Effective Communication

PROFESSIONAL EXPERIENCE

Office Automation Services (OAS)

July 2023 - Current

Software Support Analyst (GamaSuite)

As a key contributor to GamaSuite, a white-labeled TMS integrated with freight forwarders and shipping lines' ERP systems, led the testing, development, and implementation of new modules. My responsibilities included conducting rigorous manual and functional testing, reviewing APIs, and prioritizing bug fixes to ensure seamless data integration, product quality, and client satisfaction. Collaborated closely with development teams to resolve software issues and enhance user experience. Additionally, managed client interactions, provided updates, gathered feedback, and supported custom development requests. By adhering to SQA processes, including test plan creation, regression testing, and UAT resulting in playing a crucial role in successful product rollouts and maintained high client satisfaction.

Zue Pvt. Ltd.

January 2023 - July 2023

Client Relations Executive (New Hampshire Medical Supplies)

provided timely and accurate information to customers regarding medical equipment orders through inbound calls and walk-ins. I also accessed and reviewed confidential customer medical histories using directory software while strictly adhering to privacy and confidentiality standards. By resolving customer inquiries and issues promptly and professionally, I consistently exceeded customer expectations and ensured a positive and seamless customer experience.

Ibex Global

April 2020 - March 2021

Customer Support Executive (Walmart)

As a Customer Support Representative for Walmart USA, I provided real-time support to customers via email and live chat. I efficiently addressed inquiries related to order tracking, product information, and issue resolution, while managing multiple interactions simultaneously in a fast-paced environment. I resolved complaints regarding orders, refunds, and returns by coordinating with internal teams and maintaining accurate documentation. By demonstrating strong written communication, attention to detail, and problem-solving skills, I effectively handled high volumes of inquiries and ensured high customer satisfaction.

EDUCATION & CERTIFICATIONS

Bachelor Of Science: Computational Finance

NED University of Engineering & Technology - Karachi (2021 - 2025)

"This interdisciplinary field combines mathematical finance and numerical methods, focusing on financial management, system optimization, investment strategies, and risk management skills."

Intermediate: Pre Engineering (2019-2021)

Govt. Degree Gulshan College - Karachi
Grade: A+

SOFTWARE KNOWLEDGE

Climax ERP and Gama TMS	● ● ● ● ●
Microsoft Office	● ● ● ● ○
Postman	● ● ● ● ○
Jira	● ● ● ● ○
Python Programming Language	● ● ● ○ ○
R - Programming Language	● ● ● ○ ○