

Anser Mehmood

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Karachi, Sindh

My IT skills encompass intermediate proficiency, including expertise in the Microsoft Office suite and a basic grasp of troubleshooting computer operations. I bring entry-level proficiency in graphic design tools like Photoshop, Illustrator, and Canva, allowing me to contribute creatively to projects. I am detail-oriented and possess strong problem-solving abilities. Eager to contribute to dynamic work environments, I am passionate about technology and committed to continuous learning in the field of information technology

SKILLS

- Canva
- Adobe Illustrator
- MailChimp
- Photo editing
- SEO Knowledge
- Adobe Photoshop
- Microsoft Office proficiency
- Adobe Lightroom
- Hootsuite Proficiency
- Figma, Adobe XD

EXPERIENCE

Customer Service Specialist

IBEX Pakistan, Karachi

Feb 2024 - Jun 2024

- Resolved escalated customer issues quickly and efficiently while adhering to company policy.
- Developed effective relationships with customers through active listening, problem-solving, and follow up communication.
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
- Developed and maintained working knowledge of internal policies, procedures, and services to appropriately address customer issues.
- Processed orders, returns, and exchanges in an accurate and efficient manner.

Data Entry Operator

GAC Consultant, Karachi

Feb 2022 - Aug 2023

- Created and maintained detailed records of all data entry activities to ensure accuracy.
- Assisted colleagues with troubleshooting problems related to data entry processes or software applications.
- Collaborated with team members to develop solutions that improved overall performance outcomes.

Computer Operator

AR Enterprises, Karachi

May 2020 - Jan 2021

- Installed and maintained computer software applications and operating systems.
- Operated computer systems to input and retrieve data in accordance with established protocols.
- Installed software updates on a regular basis for optimal operation of the computers.
- Created and maintained reports on computer operations.

EDUCATION

Bachelor of Science (B.S.) in Environmental Science

University of Karachi, Karachi

Jan 2022

Pre - Engineering

Government National College, Karachi

Aug 2018

Computer Science

Freedom Academy, Karachi

Aug 2016

CERTIFICATIONS

**Google UX Design (Foundations of User Experience (UX) Design,
Start the UX Design Process: Empathize, Define, and Ideate
Build Wireframes and Low-Fidelity Prototypes) + In Progress..**

- **Mailchimp to Build an E-mail Marketing Campaign - Coursera**
- **Microsoft Office**
- **Microsoft Excel - Coursera**
- **Schedule Posts to Multiple Platforms using Hootsuite – Coursera**