**Waqar Ahmed**

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**PROFILE**

To add fundamental value to the organization by solving challenging tasks and utilizing my exceptional knowledge of the current era of information systems in relation to the technologies and experiences, which I have acquired through my computer sciences learning.

Comfortable working as part of a team or independently with a focus on delivering quality IT support on a continuous basis.

**SKILLS**

**Technical Skills**: Html, Css, Data Structure, Ms Office 365 and Java

**Operating Systems**: Windows Xp, Windows 7, Windows 8, Windows 10.

**Tools**: Visual Studio, NetBeans, WebStorm , WordPress

**Additional Courses and Certification**: Core and Advance Java (Aptech)

UI/UX Developer (Aptech)

**EDUCATION**

* September 2012 - July 2017

BCS in **Computer Science**

ILMA University, Karachi, Pakistan

* September 2008 - July 2010

**Advance level, Faculty of Science and Engineering (F.Sc)**

Adamjee Government Science College, Karachi, Pakistan

* January 2006 – December 2007

**Secondary School Certificate (SSC)**

Happy Home High School, Karachi, Pakistan

**APPOINTMENTS**

* **May 2019 – Present**

**Technical Support Advisor, Dixons Car phone, Sheffield.**

Part of a busy technical service team providing front line support to valued customers.

* Working with customers/employees to identify computer problems and advising on the solution
* Logging and keeping records of customer/employee queries
* Analysing call logs so you can spot common trends and underlying problems
* Test and evaluate new technology
* Informed customers about issue resolution progress. Provided thorough support and problem resolution for customers.
* Multitasked across systems and applications, analysed and resolved technical issues, and comfortably navigate a virtual work environment.
* Research and diagnose technical issues, implement resolutions.
* Maintain composure and patience in face of difficult customer situations.
* Identified and solved technical issues with a variety of diagnostic tools
* **September 2018 – April 2019.**

**Customer Service Advisor, Dixons Car phone, Sheffield.**

Part of a busy customer service team providing front line support to valued customers.

* Receiving and dealing with all initial customer communications, by phone and e-mail
* Guiding all customer issues to a satisfactory conclusion.
* Calmly deal with often challenging issues in customer complaints department.
* Resolve any customer grievances and provide solutions accordingly.
* Creating and maintaining customer call logs.
* Escalate calls to relevant departments when required
* Using complex tools and software applications to assist in daily routine.
* **May 2018 – August 2018**

**Data Analyst, Rabtah Marriage Bureau, Sheffield.**

This role involved working with data acquired from clients wanting to set up accounts with the marriage bureau. I used programs such as Microsoft excel to collate all data and inform the bureau. My role also involved taking inbound and outbound calls to customers in order to communicate the second’s party’s message, entering client data into the system. My experience has allowed me to develop my interpersonal skills including organization and data handling.

* **July 2017 - January 2018**

**Software Quality Assurance Engineer (Websites), DigiTonics Labs, Karachi, Pakistan**

This role involved working on identifying bugs in websites using numerous tests and devices in order to check client requirement including developer-end tasks. These include, Responsive website, Documentation as per client requirements and Back-end testing of websites.

* Involved in test activities for different projects (Web Based , E-Commerce , Custom Project)
* Monitor, analyse and test software development process and products.
* Coordinate with web developers and execute feature-specific test cases.
* Test, Key features of software products and verify proper functioning and quality.
* Review product design specification and ensure they meet client’s requirements
* Execute test cases for functional, validation, end to end and regression testing for web application.
* Make sure that the product we provide is completely responsive on every device.
* **June 2016 - August 2016**
* **Innovative Square- Web Developer and IT Support**

This role involved working on desktop applications in order to test them for different devices and fixing bugs in applications and WebApps.

**Duties:**

* Installing new systems for all employees
* Providing training for all users
* Upgrading hardware and ensuring all computers were fully operational
* Creating and maintaining accurate database of all pending and resolved IT issues
* Manning the IT help desk and providing instant solutions to IT issues
* Keeping up to date with all Microsoft Office operating systems
* Running diagnostic checks and servicing essential IT hardware
* Explaining complex IT issues to non-technical employees
* **January 2015 - December 2015**

**Freelance Web Developer Front End**

Develop various websites and help to complete others task. Responsive website. Learned new web-development tools.

* **January 2011- December 2011**

**Rteam WebUpdate**

During this role I worked as a coordinator updating website bugs and errors for Rteam.

**EXPERIENCE OF ASSESSMENT METHODOLOGIES**

* Examinations
* Projects
* Coursework
* Presentations
* Quizzes
* In-class activities
* Analysis of Research Data
* Mentoring student progress

**References**

Available upon request