GHULAM MURTAZA

SOFTWARE DEVELOPER / SQA

03443003809
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D- street upper gizri karachi.

PROFESSIONAL SUMMARY

Computer Science undergraduate with practical experience in web development, database management, customer experience Customer support, and Software Quality Assurance (SQA). Skilled in creating responsive front-end and back-end solutions using HTML, CSS, JavaScript, Dot Net Core and MVC frameworks. Adept at providing high-quality customer service, troubleshooting user-reported issues, manual testing, and ensuring system reliability. Passionate about delivering user-centered applications and exceptional support, with a focus on continuous professional development. Proficient in Cisco Packet Tracer for network simulation and troubleshooting.

WORK EXPERIENCE

HAMRZ   **JUNE 2024 - DEC 2024**
Software Developer / SQA

- Developed and maintained web applications using HTML, CSS, and MVC pattern.
- Developed and maintained web applications using C# and related Frameworks Like Dot Net Core.
- Designed and optimized SQL databases for efficient data storage and retrieval.
- Implemented responsive UI/UX designs to enhance usability and user engagement.
- Conducted Software Quality Assurance activities, including manual testing, bug identification, and writing detailed test cases across multiple platforms.

IBEX   **AUG 2023 - MARCH 2024**
Customer Support Executive

- Provided customer experience support by addressing client inquiries, troubleshooting issues, and ensuring timely resolution.
- Diagnosed software and service-related issues, delivering effective solutions to enhance user satisfaction.
- Documented customer feedback and escalated critical cases to technical teams for resolution and improvement.
- Maintained high levels of customer satisfaction by delivering personalized and empathetic support.

ACADEMIC HISTORY

KIET (Karachi Institute Of Economics And Technology)   **JAN 2022 - JAN 2026**
Bachelor in Computer Science (BSCS) CGPA :
3.07

SMART COLLAGE KHAIRPUR   **MAR 2019 - JUNE 2021**
Pre-Engineering

TECHNICAL SKILLS

- **Web Development:** HTML, CSS, JavaScript, MVC, Dot Net Core.
- **Database Management:** SQL .
- **Software Quality Assurance:** Manual Testing, Test Case Writing, Bug Tracking .
- **Customer Support Experience :** Issue Diagnosis, Troubleshooting, User Communication .
- **Tools:** Visual Studio, Git.
- **Other Skills:** Prototyping, Responsive UI/UX Design, Cisco Packet Tracer.

AWARDS

- **Leadership Award -** Youth Talent Hunt Program Khairpur
- **Public speaking Award-** Youth Talent Hunt Program Khairpur

LANGUAGES

- **English**
- **Urdu**