

Hammad Naseem

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Portfolio: <https://hammadnaseem.us>

Objective

To become a web developer where I can demonstrate and further develop my coding skills.

Education

University of Illinois Springfield
Master of Science, Computer Science
In Progress

University of Wisconsin - Madison
Bachelor of Science, Computer Science
August 2014

Coursework: Web Development and Programming, Java Programming, Data Structures (Java), Android Application Development, Linux Implementation/Administration Practicum, Database Administration Practicum, Artificial Intelligence, Digital Systems, Algorithms.

Skills

Computer: HTML, CSS, Sass, JavaScript, jQuery, PHP, Ruby, Ruby on Rails, Java, REST API, Git, Android mobile application development, Windows, Mac OS X, Linux.

Languages: English (native), Urdu (native), Spanish (basic conversational), Arabic (reading)

Experience

Zendesk, Customer Advocate – Tier 2 Support

Madison, WI, May 2015 - Present

- Handled advanced support tickets escalated by Tier 1 that required further troubleshooting
- Worked with developers to implement fixes on confirmed software bugs reported by customers

Customer Advocate – Tier 1 Support

May 2014 – May 2015

- Provided general support for customers who use the Zendesk help desk software

Best Buy, Mobile Specialist

Madison, WI, July 2012 – January 2013

- Advised customers on cell phones and providers based on their needs
- Gained customer service skills

Circuit City, Product Specialist

Madison, WI, April 2007 – January 2009

- Assisted customers with their needs in computers, televisions and cameras
- Gained customer service skills

University of Wisconsin Hospital and Clinics, Student Office Assistant

Madison, WI, January 2011 – January 2012

- Assisted staff with small office tasks such as photocopying, filing and preparing for resident interviews
- Created documents, scanned resident files into PDF format as electronic backups

Campus Involvement, Leadership and Awards

Special Service Award, MATC, Outstanding service to students and to the college

MATC Student Senate, *Board Member*, Madison, WI

UW-Madison Pakistani Student Association, *Secretary*, Madison, WI

UW-Madison Muslim Student Association, *Member*, Madison, WI