

RIZWAN AHMED QURAISHI

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A motivated IT student with experience in customer service and good interpersonal skills to assist customers with computer issues. Looking to integrate the experience of customer service and knowledge of Information technology to provide the best support experience.

Experience

PREOPTIMIZER EDUCATION SOLUTIONS, INDIA

Freelance Math Content Writer | 2017

- Developed content for CAT entrance tests question papers.
- Ensured that all question developed had correct solutions logically and mathematically.

AMAZON, HYDERABAD

Customer Service Representative | August 2014 – July 2015

- Promptly responded to general inquiries from customer.
- Resolved service issues and followed up with the customer about the same.
- Make requested changes to customers' accounts.
- Counsel customers on options for better service.

Education

JB INSTITUTE OF ENGINEERING AND TECHNOLOGY, HYDERABAD

IT Engineering | 2014 – 2018

IQBALIA JUNIOR COLLEGE, HYDERABAD

MPC | 2012 – 2014

SULTAN UL ULOOM PUBLIC SCHOOL, HYDERABAD

CBSE | 2012

Certifications

FULL STACK WEB DEVELOPMENT CERTIFICATION

Freecodecamp.org | 2018

CS50X: INTRODUCTION TO COMPUTER SCIENCE

Harvard University & edX | 2017

Additional Skills

- Fluent in English
- IELTS score - 8
- Expert in Microsoft Office
- Adobe Photoshop
- Providing online support
- Great communication skills
- Adept in HTML, CSS and C
- UI design
- Troubleshooting skills
- Working in a team oriented environment