






CONTACT

 Dubai, U.A.E
 971527113620
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SKILLS

- HTML
- CSS
- JavaScript
- Sales
- Customer Service
- Android Development
- Cybersecurity
- UI/UX Design
- Game Development
- Microsoft Office
- Inbound Agent
- Outbound Agent
- Excel
- Word
- PowerPoint
- Outlook
- Project Management
- Data Analysis
- Negotiation
- Lead Generation
- Product Knowledge
- CRM Software
- Sales Reporting
- Sales Target
- Service Quality Assurance

LANGUAGES

English	C1
Advanced	
Arabic	A2
Elementary	
Hindi	C1
Advanced	
Urdu	C2
Proficient	

Ibrar Khan

PROFESSIONAL SUMMARY

Results-driven and highly motivated professional with a strong foundation in Information Technology, including expertise in web development, Android application design, and cybersecurity. Skilled in HTML, CSS, JavaScript, and secure coding practices, with hands-on experience in designing interactive websites and applications. Additionally, experienced in sales and customer service, consistently exceeding targets and fostering strong customer relationships. Proficient in Microsoft Office Suite, CRM software, and project management tools to enhance team collaboration and operational efficiency. A dedicated problem-solver with a passion for leveraging technology to drive business growth and ensure client satisfaction.

WORK HISTORY

Sales Junior Associate 11/2022 - Current
Emirates NBD Bank, Tanfeeth L.L.C - Dubai , U.A.E

- Assisted clients with a variety of financial services and products, ensuring customer satisfaction.
- Built and maintained strong customer relationships, addressing inquiries and providing personalized recommendations.
- Contributed to sales targets by identifying and pursuing opportunities for upselling and cross-selling financial products.
- Processed customer requests and managed daily administrative tasks to ensure smooth operations.
- Collaborated with the sales team to achieve business objectives and improve customer retention.

Web, Cybersecurity, and Game Developer (AP) 09/2022 - 06/2024
Metaverse Age Training Institute - Dubai , U.A.E

- Designed and developed responsive websites using **HTML, CSS, and JavaScript**, user-friendly interfaces and accessibility.
- Built Android applications with a focus on functionality and creative design, utilizing tools like **Android Studio, JavaScript, or Kotlin**.
- Applied principles of **cybersecurity** to projects, including secure coding practices, data protection and identifying system vulnerabilities.
- Gained experience in **UI/UX design** optimization user experiences with tools like Figma , Adobe XD.
- Worked with **stylesheets** to enhance websites aesthetics , ensuring modern and responsive layouts for multiple devices.

Customer Service Representative 07/2021 - 04/2022
Sharaf DG - Dubai, U.A.E

- Provided high-quality customer service by assisting customers with product inquiries, returns, and exchanges.
- Managed customer complaints and resolved issues efficiently to ensure satisfaction.
- Processed transactions, returns, and exchanges, maintaining accurate records and ensuring compliance with store policies.
- Assisted customers in selecting products, explaining features, and offering recommendations based on their needs.
- Worked collaboratively with team members to meet sales goals and enhance the customer experience.

My Online Portfolio Link
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EDUCATION

Diploma in Creative Computing (Level 5): Creative Computing , 06/2024
Metaverse Age Training Institute - Dubai , U.A.E

Diploma in Creative Computing (Level 4): Creative Computing , 06/2023
Metaverse Age Training Institute - Dubai , U.A.E

PERSONAL INFORMATION

- Date of birth: 02/08/2003
- Nationality: Pakistani
- Driving License: Light Vehicle License
- Religion: Islam
- Gender: Male
- Nationality: Pakistani