

ABDUL REHMAN

Backend Developer, Customer Support Representative, Forex Trader

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SUMMARY

Experienced in both Customer Service and Backend Development, I bring over 1 year of success in delivering high-quality support and driving customer satisfaction. My background includes resolving complex customer issues, building strong client relationships, and identifying opportunities for service improvement. Alongside my customer-facing experience, I've developed backend systems using Go, with hands-on experience in frameworks like Gin and Fiber. This blend of technical and interpersonal skills allows me to approach problems with a unique perspective, bridging communication and development to create efficient, user-focused solutions.

EXPERIENCE

Voxtesy:

(01/2024-03/2025)

At Voxtesy, a product-based company using AI to create and upload video shorts and reels, I worked as a Junior Backend Developer. I primarily used Go (Golang) for backend development, working with frameworks like Gin and Fiber to build and maintain APIs and backend services. I assisted in integrating AI features into the platform and supported the team in handling video processing tasks. Collaborating with senior developers, I gained practical experience in writing clean, efficient code and contributing to the overall functionality of the system.

Xspada:

(09/2022-10/2023)

As a Customer Support Representative at Xspada, I provided exceptional service by addressing customer inquiries, resolving issues, email and phone, and consistently exceeded performance targets. By actively listening to and understanding customer needs, I contributed to reducing response times and improving overall customer experience.

Forex Trading:

(06/2023-01/2025)

With extensive experience in forex trading, I have honed my skills in analyzing financial markets and executing strategic trades that yield significant returns. My expertise in technical and fundamental analysis enables me to make informed decisions in the dynamic forex landscape. I have a proven track record of developing effective trading strategies, managing risk, and adapting to market fluctuations to maximize profitability.

EDUCATION

- BACHELORS in Software Engineering | GCUF

(2019-2024)

CERTIFICATIONS

- English works (RELO Pakistan) Completed
- Amal Academy Summer Fellowship Completed

(2022-2023)

(2024)

PROJECTS

<https://github.com/rehmanAbdul57>

DIGITAL SKILLS

- Backend Development
Databases - SQL / REST API management / Github / RESTful api / Git / Web Development / GIT version control
- Creative Problem Solving
- CSR Software
- Digital Literacy