

# Muhammad Umair

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Experienced Customer Service Representative with strong communication, active listening, and analytical problem-solving skills. Proven ability to deliver tailored support, enhance customer satisfaction, and build long-term loyalty. Currently pursuing a Bachelor's degree in Software Engineering at NUML University, Islamabad, and expanding technical expertise in MERN Stack development. Completed certifications in Digital Marketing, and WordPress through DigiSkills, and authored 35+ blogs showcasing a passion for digital content. Bringing two years of experience in telemarketing as a Sales Executive and CSR, with a commitment to growing within the tech industry and contributing to impactful projects.

## WORK & RELEVANT EXPERIENCE

**[Customer Service Representative, Team Leader]**  
**[ACE BPO]**

**[Saddar, Rawalpindi]**  
**[August/2022- November/2023]**

- Handled high-volume inbound and outbound calls, resolving customer queries efficiently and maintaining a 90%+ satisfaction rate.
- Collaborated with the sales team to upsell services, contributing to a 15% increase in monthly revenue.
- Trained and mentored 5+ new team members, ensuring consistent service quality and adherence to company protocols.

**[Customer Service Representative]**  
**[Incesco Digital Solutions]**

**[Satellite Town, Rawalpindi]**  
**[August/2024- December/2024]**

- Responded to client inquiries via phone and email, achieving a 95% resolution rate within the first interaction.
- Assisted in managing customer data and feedback, helping the team improve support processes and reduce complaint turnaround time by 20%.
- Collaborated with the digital marketing team to understand service offerings, enabling more accurate and helpful client guidance.

**[FrontEnd Development Remote Internship]**  
**[DevelopersHub Corporation]**

**[Rawalpindi]**  
**[March/2025- May/2025]**

## EDUCATION

**Bachelor of Software Engineering** (*In Progress*)  
National University of Modern Languages (NUML), Islamabad  
Expected Graduation: 2027

## TECHNICAL & BUSINESS PROFICIENCIES

- Customer Service: Active listening, conflict resolution, communication (written & verbal)
- Project Management: Task tracking, team collaboration, documentation, Agile basics
- Digital Marketing (Certified): SEO, Content Writing, Social Media Management (via DigiSkills)

## PROJECTS

- **Chess Web App** – Developed a fully functional multiplayer chess application using the MERN stack, featuring real-time gameplay, online friend matches, robust game state management, and an

intuitive, responsive user interface.

• **3D iPhone Showcase Website – Tech Stack:** React.js, GSAP, Tailwind CSS

Developed an interactive 3D product showcase website for iPhone using GSAP animations and smooth scroll-based transitions, delivering a modern and immersive frontend experience.

• **Mental Health Stress Predictor – Tech Stack:** React.js, TypeScript, ExcelJS

Created an AI-based tool for predicting stress, anxiety, and depression using survey datasets. Users can upload Excel files to receive calculated scores and statistical insights for research or early detection.

• **Personal Finance Tracker – Tech Stack:** MERN Stack, JWT, Chart.js

Designed a secure app to manage income and expenses with user login, categorized tracking, and detailed monthly/yearly financial reports through an intuitive dashboard.

• **Expense Management System (Java Desktop App) – Tech Stack:** Java, JDBC, SQL, Swing

Built a desktop app for tracking, categorizing, and reporting expenses with automated monthly/yearly tax calculations and a user-friendly interface.

## ADDITIONAL SKILLS

- **FrontEnd Development:** HTML5, CSS3, JavaScript, React.js.
- **Full Stack Web Development:** HTML5, CSS3, JavaScript, React.js, Node.js, Express.js, MongoDB (MERN Stack)
- **Backend & APIs:** RESTful APIs, Express.js, JWT, MVC Architecture
- **Frontend Development:** React, Redux (basic), Tailwind CSS, TypeScript, Responsive Design
- **Programming Languages:** JavaScript, Python, Java, C, C++
- **Database Management:** MongoDB, SQL, MySQL
- **IT Support:** Troubleshooting, Networking Basics, Windows/Linux, System Administration
- **Version Control & Tools:** Git, GitHub, VS Code, Postman, WordPress

## PROFESSIONAL AND SOFT SKILLS

- Excellent **communication** and **active listening** skills
- Strong **project management** and **team collaboration** abilities
- Skilled in **time management**, problem-solving, and multitasking
- Experienced in **team management** and client-facing roles

