



ROSHAN RAFI

Administrator, Web Developer

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Objective

The main goal is to be an effective employee in your organization and work under competitive environment, accept challenging tasks to achieve the organizational growth, learn more and apply with the basics mentioned below for the benefit of your company.

Work experience

Web Development Intern.

Ridos International,

Multan, Punjab, Pakistan May 2015 - December 2015

Used various technologies, including [Software] to make code repairs and optimize corporate website.

Designed sites to be compatible with top browsers, including Firefox, Chrome and Safari.

Used programming capabilities in PHP, SQL and JavaScript and other libraries as needed.

Implemented Google Campaigns and SEO for various types of websites.

Represented web team at meetings with executives and discussed project goals and milestones..

Web developer.

Cyberties Soft services Solutions atMultan, Punjab, Pakistan.

February 2016 - July 2016

Designed sites to be compatible with top browsers, including Firefox, Chrome and Safari.

Determined coding requirements for site creation, including e-commerce capability and specialized scripts.

Optimized [Type] and [Type] web assets for speed and performance.

Strengthened company brand and identity by creating distinctive website and logo.

Used programming capabilities in PHP, SQL and JavaScript and other libraries as needed.

Developed company website using [Software] and by converting designs to HTML code.
Created site layout and user interface using HTML and CSS practices.
Implemented Google Campaigns and SEO for various types of websites.

Sr Customer Retention Officer.

**Adamjee Life Assurance at Multan, Punjab, Pakistan.
August 2016 - July 2018**

Handled high-volume paperwork and collaborated with [Type] department to resolve invoicing and shipping problems.
Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
Met all customer call guidelines including service levels, handle time and productivity.
Investigated and resolved customer inquiries and complaints quickly.
Provided basic technical support for clients on wide range of [Type] company products.
Collaborated with sales team members to stay current on inventory levels, complete accurate orders and resolve item issues.
Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
Optimized customer support by establishing collaborative service environment.
Responded to customer requests for products, services and company information.
Trained staff on operating procedures and company services.
Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.
Liaised with sales, marketing and management teams to develop solutions and accomplish shared objectives.
Recorded actions taken, issues resolved and [Type] information to effectively manage customer accounts.
Facilitated inter-departmental communication to effectively provide customer support..

Soft Services Supervisor.

**Musanadah Facility Management at Al Khobar
July 2018 - Present**

Prepared relevant SRM documents in conformance with Safety Management System (SMS) order.
Managed quality assurance program including on site evaluations, internal audits and customer surveys.
Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.
Developed team communications and information for [Type] meetings.
Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

	Education	
	Bsc Computer Science, 2013-2015 B.Z.U(BahaudDin Zakariya University)	
	(I.S.C) Intermediate Computer Science, 2009-2011 Emerson Collage Multan.	
	Matriculation Science, 2009 Muslim Public Higher Secondary School, Multan.	
	Skills	
	<ul style="list-style-type: none"> • Presentation • Leadership • Management • Planning • Problem solving • Decision making • Mentoring • Being ambitious • Being motivated • Being confident • Being professional 	
	Computer Skills <ul style="list-style-type: none"> • Microsoft PowerPoint, Excel and Word • Software system skills • Microsoft applications skills • Microsoft Word proficiency • Web technologies and services • Skilled in Microsoft Office • Software languages • Supervisory experience 	

	<ul style="list-style-type: none">• POS software proficiency• Preventative Maintenance Checks and Services• MS Office software• Object component-oriented software• Microsoft Excel• Software management• Systems and software programs• Financial services support• Microsoft Office. <p>Languages.</p> <ul style="list-style-type: none">• English• Urdu	
	Hobbies.	
	<p>Football, Reading History,</p> <p>Football I liked and Played Football so much my Favorite team is Real Madrid. I got my ankle twisted many times playing football and also got an everlasting injury.</p> <p>Reading History I liked reading when i was a little child my grandfather used to tell me stories of Heroes Like Mohammad Bin Qasim, Tariq Bin Ziad, Mahmud of ghazna. My Father read quranic Stories of Hazrat Moosa A.S, Hazrat Yousef A.S and his brothers Stories. He also tell me about the Hazrat Mohammad (P.U.B.H) and his Companions.</p>	