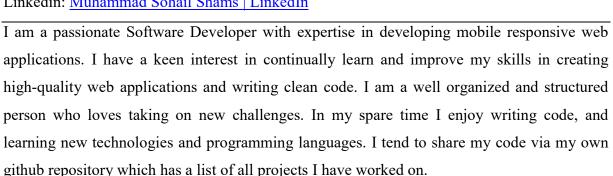
Muhammad Sohail Shams

Add: 7 Mensforth Close M32 0GS Manchester

PH: 07448111183

E-Mail: sohailshamsramay@gmail.com

Linkedin: Muhammad Sohail Shams | LinkedIn



Github: https://github.com/sohailshams

IT Skills:

HTML5/CSS3	Bootstrap/ Materialize	JavaScript/ JQuery
Python/ Flask/Django	React	MongoDB/SQLite3/Firebase
Heroku	Git	Github

Project Portfolio:

- http://mss-fitness-home.herokuapp.com/
- https://sohailshams.github.io/explore-copenhagen/
- https://sohailshams.github.io/rock-paper-scissor/
- https://sohailshams.github.io/book-list/
- https://sohailshams.github.io/expense-tracker/
- https://covid-19-tracker-78734.web.app/
- https://netflix-clone-app-93fe9.web.app/
- https://slack-clone-7a183.web.app/
- https://snapchat-clone-853d8.web.app/

Skills:

Creative	Proactive	Team Player
Fast-learner	Result Oriented	Communication
Analytic Thinker	Problem Solver	Service Minded
Well-Structured	Planner	Flexible

Experience:



Q4 Inc. Toronto, Canada

Client Support Analyst April 2021 till Present

- Provide technical and web support to the clients in a timely manner using Salesforce Service Cloud.
- Help clients with fixes and content updates to keep their websites up to date using a web content management system.
- Understanding current bugs/limitations and solve them via HTML, CSS JavaScript and JQuery.
- Respond efficiently to the clients and provide them excellent customer service.
- Quality Assurance (QA) Testing of client's updates.

GURU Copenhagen, Denmark

Manager January 2011 till June 2017

- Assisting CEO to plan, develop & execute strategies
- Oversee day to day operations of the restaurant
- Respond efficiently to the written and oral inquiries of the customers

Qualifications:

Code Institute Dublin, Ireland

Diploma in Full Stack Software Development, 2020

Linnaeus University Kalmar, Sweden

Masters of Science in Marketing, June 2010

Government College University Faisalabad, Pakistan

Masters of Business Administration, December 2007

Language Skills:

Urdu	Mother Tongue
English	Fluent
Danish	High intermediate level

Extracurricular activities and interest:

- Spending time with family & playing cricket
- Coding & learning new technologies