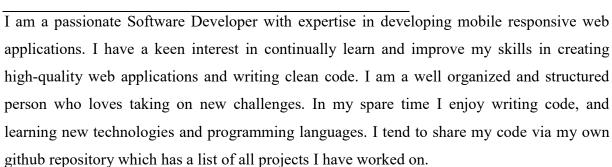
# **Muhammad Sohail Shams**

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Linkedin: Muhammad Sohail Shams | LinkedIn



Github: <a href="https://github.com/sohailshams">https://github.com/sohailshams</a>

### 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/book-list/
- https://sohailshams.github.io/explore-copenhagen/
- https://sohailshams.github.io/rock-paper-scissor/
- https://sohailshams.github.io/expense-tracker/
- https://covid-19-tracker-78734.web.app/
- <a href="https://netflix-clone-app-93fe9.web.app/">https://netflix-clone-app-93fe9.web.app/</a>
- <a href="https://slack-clone-7a183.web.app/">https://slack-clone-7a183.web.app/</a>
- 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