WASEEM ASHRAF

Summary

Its Waseem khan **frontend developer Html.Css.Js React Js**
Experienced Customer Service Representative currently working at Future Now Technology Experienced Customer Service Representative currently working at Future Now Technology. handling both inbound and outbound calls, managing 100 to 120 calls daily. Interacts with a wide range of clients, including customers, store lines, driver lines, and catering lines.

WORK EXPERIENCE

Mern stack developer Internship

Appsgenii technology

Complete internship program in frontend development with hands on experience in HTML, CSS, JavaScript, and React Js. designed and developed ul components layouts, and features for web applications. Callboard with development team and enhanced ed problems -solving skills certificate of completion awarded upon successful completion of the program

Future Now Technology customer service

4years, customer serivce represent 22. April-2022 – working 2025

Dedicated and customer-focused call center customer service Representative with **[3 years]** of **experience** in delivering exceptional services, resolving issues, and exceeding performance targets. Seeking to leverage my skills contributes to a dynamic team, as a **customer service repersentative** handle **inbound and outbound** both calls in every day **100 to 120** calls which includes **coustomer** and **store line driver line catring lines,**

J.Junaid jamshed|Floor supervisor

Senior salesman 2021 - 2022

Exceptional Customer service, Greeting and Assisting Customers with a friendly and Professional demeanor consistently achieved and exceeded monthly sales targets through effective, Products knowledge and dept. Upwelling's techniques. Addressed customer inquiries and resolved

Imtiaz Super Market | *S.O Sections Officer*

3 Years as S.O Sections officer 2019 - 2021

Result-driven Retail Supervisor with lead and supervised a team of (100%) employee providing guidance, training and support managed inventory levels, conducted regular stock checks ,resolved customer inquiries complaints and escalated issues in a timely and professional manner, maintaining a (100%) customer satisfaction rating.

CONTACT

📞 03128614561, 03241420100

📍 **Jorry Pull Nearby Askri-x Lahore cantt**

✉️ Email,kwaseemkhan791@gmail.com
wk9432543@gmail.com

SKILLS

Frontend developer
Html.css bootstrap end
JavaScript react js.fornt-

LANGUAGES

English : Native proficiency

Urdu : Advanced

Punjabi : Advanced

EDUCATION

UNIVERSITY & SCHOOL

MATRIC, Lahore Board

2015-Computer science

Babar academy
Intermediate, F.A arts
Aug 2016 - Aug 2018

Graduation
University of the Punjab
Bachelors of Arts (Mass communication & Political science) Complete **(2021)**

Project Section:

Project 1: E-commerce Website:
- Developed a responsive e-commerce website using Html, CSS, JavaScript
- Implemented product catalog, cart, and checkout features.
View Live
https://wak786khan.github.io/ecommerce-Website/

Project 2: Gym-Boxing Website:
- - Developed a responsive website for a local gym boxing club using HTML5, CSS, JavaScript, and React.js
- Implemented features such as class schedules, instructor profiles, and online booking system
- Designed and developed a blog section for sharing boxing tips and news.
View Live
https://wak786khan.github.io/gym-website/

Project 3: Grocery Store Website
- Developed a responsive e-commerce website for a grocery store using, HTML5, CSS, and JavaScript
- Implemented card functionality for product listing, cart management, and checkout process
- Integrated features such as product search, filtering, and sorting.
View Live
https://wak786khan.github.io/Grocery-store-/