

Usman Ali

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Meena Bazar Bur Dubai , Dubai , UAE

Summary

Motivated software engineering graduate specializing in React.js development. Proficient in JavaScript, HTML, and CSS, I bring a solid foundation in front-end development. With hands-on experience and a commitment to innovation, I am equipped to create efficient and user-friendly applications. My adaptability, coupled with strong problem-solving skills, positions me as a valuable asset to dynamic development teams.

Experience

Western Union

Cashier/Customer Service, Lahore, Punjab
01/2023 - 12/2023

- **Process Transactions:** Efficiently and accurately handle cash, credit cards, and other forms of payment. Use electronic cash registers or point-of-sale (POS) systems.
 - **Scan and Bag Items:** Scan and accurately input product information. Bag items according to store policies.
 - **Handle Returns and Exchanges:** Assist customers with returns or exchanges. Follow established procedures for processing returns.
 - **Answer Customer Queries:** Respond to customer inquiries about products, prices, and policies. Direct customers to the appropriate aisle or department.
 - **Assist with Customer Issues:** Address and resolve customer complaints or concerns. Seek assistance from supervisors for complex issues.
 - **Handle Phone Inquiries:** Answer phone calls and provide information or assistance. Transfer calls to the appropriate department if needed.
 - **Coordinate with Other Departments:** Communicate effectively with other departments to meet customer needs. Collaborate with colleagues to solve problems.
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Skills

Communication skills, Problem Resolution, Conflict Resolution, Teamwork, Organizational Skills, Technology Management, Customer Service, numeration, Computer literacy, Customer service

Education

Bachelor of Science in Software Engineering

University of Haripur, Haripur, KPK
07/2023

Graduated with 3.51 CGPA out of 4.0.

Fsc pre Engineering

Punjab College, Lahore, Punjab
10/2017

Matriculation

Gvt Islamia High School, Lahore, Punjab
07/2015