Ihtisham Ul Haq

IT Customer Support

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SUMMARY

I am a highly skilled professional specializing in customer support, web research, data entry, web scraping, virtual assistance, admin tasks, remote jobs, research, and social media management. With a strong background in these areas, I offer valuable expertise and solutions to clients seeking reliable and efficient support.

EXPERIENCE

Team Lead Customer Support

resourcex.io

📅 2022 - 2024   📍 Rawalpindi, Pakistan

Provided customer support and resolved technical issues

- We worked for eldis group or fix.com as customer support analyst
- fix.com is a plateform where homeowners ask questions related to their home appliances
- Created extensive reports for my team, capacity building, QA and team buildup
- Led a team of 6 customer support analysts, improving team efficiency by 10%

Websites management

Connextar Technologies

📅 2019 - 2021

Provided wordpress site managemnet and also worked as front end developer

- Managed client and devs communication using helpdesk and redbooth.
- Assisted in website design and front end development
- We worked on drberg.com, courses.drberg.com and shop.drberg.com

Internship

Codematics

📅 2018 - 2019   📍 Abbottabad, Pakistan

Codematic is a well known software house which has over 200M downloads for different apps on playstore like universal tv remote.

- I worked there as front end web developer internee.
- I have worked on different technologies like HTML, CSS, JS, Boostrap and PHP also
- We assisted them in various projects

EDUCATION

Bachelor of Computer Software Engineering

University of Engineering and Technology Peshawar

📅 2014 - 2018   📍 Peshawar, Pakistan

STRENGTHS

⭐ **Technical Skills**
Proficient in various IT systems

❤️ **Problem Solving**
Adept at diagnosing and resolving issues

💬 **Customer Service**
Excellent customer service skills

SKILLS

IT Support   Technical Troubleshooting

Google sheets expert   Team Leadership

Remote desktop Client   Ubuntu

Customer Service   Miscrosoft office

Wordpress   VMware   GIT setup

MYSQL

KEY ACHIEVEMENTS

✅ **Team Leadership**
Led a high-performing team at resourcex.io from 2022-2024

🚩 **Customer Support Engineer**
Worked with ELDIS group as customer support engineer for 6 months