



Muhammad Zulqarnain Javed

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● ABOUT ME

Detail-oriented and tech-savvy professional with experience in front-end web development, customer support, and administrative operations. Skilled in HTML, CSS, JavaScript, data entry, and chart management with a strong focus on accuracy and user experience. Proven ability to communicate effectively with clients and cross-functional teams. Adept at multitasking in fast-paced environments while maintaining high standards of service and efficiency.

● WORK EXPERIENCE

UNITED BANK LIMITED

RELATIONSHIP EXECTIVE – 07/2024 – 04/2025

- Built and managed relationships with a portfolio of high-value retail and SME clients, ensuring consistent client satisfaction and retention.
- Promoted banking products and services including loans, credit cards, investment products, and insurance to meet individual client needs.
- Analyzed client financials and creditworthiness to support loan applications and cross-selling opportunities.
- Achieved monthly sales targets consistently, contributing to branch revenue.
- Handled client queries and complaints promptly, ensuring high service standards and enhancing client loyalty.
- Coordinated with internal departments (credit, operations, risk) to ensure smooth end-to-end customer service.
- Monitored accounts for unusual transactions or risk patterns to prevent fraud and ensure compliance.
- Organized client meetings and banking events to deepen relationships and generate new business leads.
- Delivered personalized financial advice and solutions to clients, boosting customer engagement.

SMART TECHNOLOGY HOUSE

FRONT-END DEVELOPER (WEB) – 01/2023 – 06/2024

- Designed and developed responsive, user-friendly web interfaces using HTML5, CSS3, JavaScript, and modern frameworks.
- Utilized front-end libraries like React.js, Bootstrap, and jQuery to create dynamic and interactive user experiences.
- Collaborated with UX/UI designers and back-end developers to integrate APIs and ensure seamless functionality.
- Optimized website performance and loading speed through efficient coding, lazy loading, and image compression techniques.
- Ensured cross-browser compatibility and mobile responsiveness across various devices and screen sizes.
- Maintained and updated existing websites, implementing new features and fixing bugs based on user feedback.
- Used version control systems (e.g., Git) for efficient code management and collaboration in team environments.
- Followed best practices in coding standards, accessibility, and SEO to improve site quality and visibility.
- Participated in Agile/Scrum development cycles, attending daily stand-ups and contributing to sprint planning.
- Conducted code reviews and provided constructive feedback to maintain high-quality, maintainable code.
- Integrated third-party tools and plugins (e.g., Google Maps API, payment gateways) to enhance web functionality.

SAGACIOUS SOLUTIONS

DATA ENTRY OPERATOR – 03/2022 – 12/2023

- Accurately entered large volumes of data into company databases and management systems with high attention to detail.
- Verified and corrected data discrepancies to ensure database integrity and accuracy.
- Managed confidential information with discretion and maintained data privacy standards.
- Performed regular data cleaning and updating to keep records current and reliable.
- Utilized MS Excel, Google Sheets, and other data entry software to organize and process information efficiently.
- Maintained consistent speed and accuracy while meeting daily and weekly data entry targets.
- Collaborated with team members and supervisors to streamline data entry processes and improve workflow.
- Generated reports and summaries from raw data to assist departments in decision-making.

SAGACIOUS SOLUTIONS

ADMINISTRATOR – 07/2021 – 01/2022

- Coordinated day-to-day office operations, ensuring smooth workflow and efficient administrative support.
- Managed scheduling, calendars, meetings, and travel arrangements for senior staff and teams.
- Maintained and organized confidential files, records, and databases with a high level of accuracy.
- Handled internal and external communications professionally via email, phone, and in-person interactions.
- Prepared reports, presentations, and official documents using MS Office tools (Word, Excel, PowerPoint).
- Supported HR and finance departments with data entry, employee onboarding, and invoice processing.
- Ensured compliance with company policies and procedures across administrative tasks.
- Improved operational efficiency by identifying and implementing process enhancements.

IBEX JOHAR TOWN

CHART SUPPORT SPECIALIST (PART TIME WORK) – 01/2021 – 05/2021

- Delivered real-time support to customers via chat platforms in a high-volume call center setting.
- Handled multiple chat sessions concurrently while maintaining speed, clarity, and professionalism.
- Resolved inquiries related to billing, technical issues, service status, and account management.
- Escalated complex or sensitive cases to senior agents or supervisors, ensuring proper resolution.
- Documented all customer interactions accurately in CRM systems for future reference and reporting.
- Met and consistently exceeded performance targets including Average Handle Time (AHT) and First Contact Resolution (FCR).
- Maintained high customer satisfaction scores through clear communication and empathetic service.
- Participated in regular training sessions to stay updated on company products, services, and support tools.

CERTIFICATION

12/2024 – 01/2025

NEBOSH-IGC UK-LEVEL 3 (Descon Technical Institute)

- Acquired comprehensive knowledge of health, safety, and environmental management practices.
- Developed skills to identify, assess, and control risks in the workplace to ensure compliance with safety regulations.

EDUCATION AND TRAINING

2019 – 2023

BS COMPUTER SCIENCE Government College University Faisalabad

2017 – 2019

INTERMEDIATE (PRE-ENGINEERING) Al Hamd College Johar Town

2015 – 2017

MATRIC (SCIENCE) Ch. Rehmat Ali Memorial Trust Boys High School

SKILLS

HTML, CSS, BOOTSTRAP-5 | React JS, JavaScript | Empathy and active listening. | CRM software | Google Docs | Microsoft Excel | Microsoft Office | Zoom

PROJECTS

WEB (Projects)

- Softica E-commerce Website
- Yoga Mates Portfolio
- Restaurant Nano
- Attendance Portal

HOBBIES AND INTERESTS

Hobbies

- Learning new Technologies and safety Practices
- Outdoor Activities and Fitness