

Washma Arooj

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WORK EXPERIENCE

Dzine Media – Customer Support Representative

Dec 16, 2020 – Present

- Assisting customers with website-related pre and post queries
- Managing website portals
- Guide them how to place and track orders.
- Addressing basic technical inquiries and directing specific concerns to the appropriate departments.
- Work with design and technical departments to discuss ways to improve our websites for better customer experience

Technolang – Inquiry Handler

Jan 10, 2020 – Mar 10, 2020

- Front End Representative
- Create timetables for classes
- Maintain fee records
- Guide students regarding available technical courses
- Manage Social media Platform
- Content Writing

PROJECTS

Smart Bus Monitoring System (React Native) –Final Year Project 2020

- We successfully created a React Native app that tracks a user location and draws the path. It can also calculate the distance traveled by the user.

EDUCATION

Government College University Faisalabad

BS Computer Science– CGPA 3.48/4.00]

LEADERSHIP/EXTRACURRICULAR

- All Pakistan Cyber Security & Technology(SUMMIT I 2018)
- IT Awareness Seminar on Online Earning
- Tech Mondays (Technical Talks Series)
- Linux & Arduino Workshop held at GCUF
- Android App Development Workshop

SKILLS

- Task to
- Team Management
- Data entry
- MS Office
- Speed Typing
- Communication skills
- Sales Representative
- Project Management
- Customer Service
- Social Media Management

