



Aown Abbas

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ABOUT ME

Task-driven professional with over 3+ years of experience in web design and development across diverse industries.. I'm adept at motivating myself and others and passionate about Full Stack Web Development and I want to incorporate my creativity into my work. Have demonstrated leadership skills while working at TritecKodes.

WORK EXPERIENCE

Senior customer service representative

Hat Informatics Pvt Ltd [01/05/2023 – 10/12/2023]

Address: Mall Of Sargodha, 40100 sargodha (Pakistan)

- Handling Medicare campaign and outbound calls from **United State**.
- Taking a lead role in managing the **Medicare campaign**, ensuring compliance with regulations, and providing specialized support for customers navigating the complexities of Medicare.
- Playing a crucial role in **leads generation**, utilizing effective communication and persuasion skills to identify and qualify potential customers interested in the company's offerings.
- Regularly analyzing the performance of the Medicare campaign, tracking key metrics, and implementing strategic adjustments to optimize results and meet campaign **goals**.

Web developers

Tritec Kodes Co. [04/06/2023 – 24/12/2023]

Address: Kartaba Town, 40100 sargodha (Pakistan)

- Developed and maintained dynamic web applications, demonstrating proficiency in **HTML, CSS, JavaScript, Bootstrap, jQuery, PHP, Laravel, and MySQL database**.
- Designed and implemented **responsive and mobile-friendly web interfaces**, ensuring optimal user experience across various devices.
- Provided ongoing **support and troubleshooting** for web applications, ensuring seamless functionality and user satisfaction.
- Designed and established user-friendly websites, implementing an optimized check-out page that resulted in a remarkable **25% increase in user clicks** and a subsequent **33% boost in customer purchases**.

Web developers

Destinator pvt Ltd. [27/12/2023 – Current]

Address: City Plaza, 40100 sargodha (Pakistan)

- Devised various custom responsive **WordPress** sites from design comps, showcasing advanced WordPress features, including Custom Post Types, Advanced Custom Fields, and WordPress Customize APL.
- Diagnosed and troubleshooted different websites of the company's critical clients, deploying updated knowledge of **modern technologies and techniques** in the industry.
- Successfully led and executed diverse **Ecommerce, Business, Educational, Blogging and Portfolio Websites and Landing pages** of different companies at Destinator.
- Proactively collaborated with the **hardworking team** at Destinator, fostering a culture of shared knowledge and effective communication.

EDUCATION AND TRAINING

Matriculation

The Hope School

Address: Faisalabad Road, sargodha (Pakistan)

F.S.C PRE-ENGINEERING

Superior Group Of Colleges [04/04/2021 – 01/05/2023]

City: sargodha

Country: Pakistan

Website: <https://www.superiorcolleges.edu.pk/sargodha/>

LANGUAGE SKILLS

Mother tongue(s): **Urdu** | **Panjabi**

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

HTML5 / CSS / Bootstrap-vue / JavaScript / Web Development and Web Design / JQUERY/AJAX / PHP / Laravel / MySQL / WordPress / Figma Design / Ui/Ux / React Native / Adobe suite / REST APIS' / DevOps: AWS, Git.

HONOURS AND AWARDS

Web Development

OpenWeaver

Certified in Web Development by *OpenWeaver*, showcasing expertise in the latest technologies and best practices to create dynamic and user-friendly web solutions

Google UX design professional certificate

Google

Google UX Design Professional Certificate holder, equipped with a *comprehensive skill* set in user-centric design principles, prototyping, and usability testing to create seamless and engaging digital experiences.

Project Management Fundamentals

Great Learning

Completed Project Management Fundamentals certification from *Great Learning*, demonstrating proficiency in essential project management principles and strategies for successful project execution.

COMMUNICATION AND INTERPERSONAL SKILLS

Reliable customer service

Team Management

Patience, empathy, and understanding

Problem-solving

HOBBIES AND INTERESTS

Machine Learning

Robotics

Cricket



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