



Naeem Noor

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ABOUT ME

I'm a Computer Science professional with a Bachelor's degree and three years of experience in web development. Alongside my expertise in building innovative web solutions, I excel in customer care and IT support. My dedication to providing exceptional service, coupled with strong problem-solving skills, ensures client satisfaction and project success.

WORK EXPERIENCE

Aviation Operations (Dnata)

Transguard Group [01/01/2024 – Current]

City: Dubai | Country: United Arab Emirates

- **Customer Assistance:** Delivering top-notch customer assistance in aviation by efficiently managing baggage and cargo logistics to ensure smooth operations and customer satisfaction.
- **Effective Communication:** Facilitating effective communication channels between airport personnel, airlines, and passengers to ensure seamless coordination and resolution of baggage and cargo logistics concerns.
- **Emergency Response:** Executing swift and decisive emergency response protocols, including coordinating with relevant authorities and implementing contingency plans.
- **Aviation Operations:** Proficient in all aspects of aircraft ground handling operations, including marshaling, aircraft towing, loading/unloading cargo and baggage, and refueling procedures.

IT Support & Web Development

PriceOye Technologies Limited [12/09/2022 – 31/12/2023]

City: Islamabad | Country: Pakistan

- **Customer Assistance:** Providing comprehensive customer assistance for ecommerce website development, ensuring seamless user experiences and resolving technical inquiries to optimize online shopping platforms.
- **Effective Communication:** Ensuring clear communication between clients and development teams to understand project needs and solve problems quickly for successful ecommerce websites.
- **Responsibility:** Maintenance of official website [PriceOye](#). / Implementation of new features in to website.

IT Support & Product Development

AlphaSquad [01/03/2022 – 29/08/2022]

City: Islamabad | Country: Pakistan

- **Customer Assistance:** Providing customer assistance for a software company handling products of various clients, by offering support in website maintenance to ensure smooth functioning and optimal performance.
- **Responsibility:** Maintenance of website [AEvent](#) / Added Native Integrations (e.g. Fb Audience, WhatsApp Messenger, Zapier).
- **Effective Communication:** Ensuring effective communication between clients and our team to understand their needs and provide timely support for maintaining website functionality and resolving any issues.

IT Support & Product Development - Remote

Currinda Pty Ltd [01/06/2021 – 28/02/2022]

City: Melbourne | Country: Australia

- **Responsibility:** Working on the core application of Currinda which is consist of event management system, organisation and their relationship with other businesses models.
- **Effective Communication:** Facilitating effective communication between managers and the development team via online meeting platforms to discuss product updates, development progress, and address any challenges or feedback promptly.
- **Development Architecture:** Follow the software development architecture like standup meeting -> Jira tickets assigning -> design -> feature implementation -> code review -> testing -> bug fixes -> done merge to main branch using (bitbucket).

EDUCATION AND TRAINING

BS Computer Science

University of Engineering and Technology, Taxila [27/02/2017 – 17/03/2021]

City: Rawalpindi | Country: Pakistan

Intermediate - Pre Engineering

F.G Degree College for Men [10/04/2014 – 15/07/2016]

City: Kharian Cantt | Country: Pakistan

LANGUAGE SKILLS

Mother tongue(s): Urdu | Panjabi; Punjabi

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

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

DIGITAL SKILLS

Microsoft Office / IT Support / Team-work oriented / Social Media / Organizational and planning skills / Problem Solving / Critical thinking / Information and Data Literacy / Project Management / User Experience Design / Programming

HONOURS AND AWARDS

[20/08/2022] Google

Foundations of Project Management I have learn how the program is structured, what project management is and what a project manager does, how to apply your skills from previous work experience to project management roles, what types of project management roles you could pursue after completing this certificate, and how to search for those positions.

Link: <https://coursera.org/verify/UJ56D JQX5KNF>

[22/09/2022] Google

Foundations of User Experience (UX) Design User experience (UX) designers focus on the experience that users have while using products like websites, apps, and physical objects. UX designers make those everyday interactions useful, enjoyable, and accessible. I understand the job of a UX designer and teams that UX designers often work with.

Link: <https://coursera.org/verify/YNQD ZT4T2FZB>