

SAJID HUSSAIN

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Education

Swedish Institute Of Technology (2.8 GPA)

B.S.c (Electrical) Technology

Rawalpindi, Punjab

2016-2020

Pak PolyTechnic Institute Madina Ahlebait Skardu

Diploma of Associate Engineering (Electronics)

Skardu, Baltistan

2013-2016

Professional Experience

AMAL ACADEMY

Karachi, Pakistan

Education startup funded by Stanford University that teaches professional skills to students and corporations

Career-Prep Fellow

March 2023 – Present

Communication: Completed a competitive written application and interview process to be selected from over 4500 applicants for intensive 3-month Fellowship funded by Stanford University

Skills development: Investing 150 hours in order to develop business skills (e.g., communication, leadership, problem solving, teamwork, etc.) that will help me make a deeper impact on the job.

IBEX.

Karachi, Pakistan

Customer Support Executive

July- 2022- Present

A customer support executive is a professional who assists customers with their queries, complaints, and feedback through various communication channels. They provide accurate information, troubleshoot technical issues, and ensure customer satisfaction.

Responsibilities

To analyze customer issues, identify the root cause of problems, and provide effective solutions.

Providing accurate and timely information about products or services, pricing, shipping, and delivery options, and company policies.

Assisting customers with product troubleshooting, technical support, and issue resolution

Identifying and escalating complex issues to senior team members or managers.

Following up with customers to ensure their issues have been resolved satisfactorily.

Honours and Awards

Basic CBDRN Training for CERTs

14th Sept to 18th Sept 2020

CERTs (Community Emergency Response Teams) is a training program that prepares individuals to respond to disasters in their communities. The training covers topics such as disaster risk reduction and management, community-based approach, hazard and vulnerability assessment, disaster preparedness and response, and disaster recovery and rehabilitation.

Office Automation course

January 2015-March 2015

Language:

English

Urdu

Balt