

# AHMED SOHAIL

Customer Support & Operations Specialist with Technical Expertise

Rawalpindi

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## PROFILE INFO

Customer Support Executive and Office Manager with 4+ years of experience in customer service, operations, and mobile app development. Skilled in Flutter, Firebase, Python, and Linux with strengths in team leadership, problem-solving, and tech support.

## EDUCATION

2016 - 2020

ARID AGRICULTURE UNIVERSITY

- Bachelors of Computer Science

2014 - 2016

PUNJAB GROUP OF COLLEGES

- FSC in Pre-Engineering

2012 - 2014

ASSAS NATIONAL SCHOOL

- Matriculation

## SKILLS

- Customer Support
- Public Relations
- Team Management
- UI/UX
- Python
- Flutter
- Firebase
- Kali Linux
- SQL
- Critical Thinking

## LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Arabic (Basics)

## WORK EXPERIENCE

Mantent.co

2024 - PRESENT

Customer Support Executive

- Respond to customer queries via chat and email with professionalism.
- Escalate and log technical issues for timely resolution.
- Contribute to internal documentation and workflow improvements.

Petromin, Jeddah

2022 - 2024

Station Manager

- Oversaw staff shifts and managed daily operations.
- Handled escalated customer concerns and maintained service standards.
- Introduced systems to enhance efficiency.

Software Beats, Islamabad

Jan - April 2022

Flutter Developer Intern

- Developed UI components and ensured consistent user experience.
- Participated in debugging and app optimization.

Wah Food, Islamabad

2020 - 2021

App Manager

- Led order processing and customer service.
- Supervised junior team and improved operational response time.

## PROJECTS

- E-Bazaar App:** Mobile marketplace using Flutter
- Food & Restaurant App:** Interactive UI for ordering
- E-Guide Website:** Academic resource platform for universities
- Research Report:** Analysis of carbon emissions in Pakistan, detailing CO<sub>2</sub> patterns

## CERTIFICATION

- Google Digital Marketing
- Flutter with Firebase
- Network Ethical Hacking
- SQL Bootcamp
- SEO & Graphics (DigiSkills)
- Android ML with Firebase