



SIRAJ NAZIR

Customer Success Analyst

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Noman Heaven, Karachi, Pakistan

EDUCATION

Bachelor in Computer Science

IQRA

UNIVERSITY 2018

- 2022

Intermediate / Matriculation

GOVT COLLEGE / THE EDUCATORS

2001 - 2017

SKILLS

Dev ops Support

Manual Testing / QA

SQL

Agile Methodologies

Cloud Computing

Business Analyst

LANGUAGE

English

German

Urdu

EXPERIENCE

June 2022 - Present
Edevtech / Modern Requirments

Customer Success Analyst

My role as a Customer Success involves managing strategic client relationships, providing software support, handling tickets and manual testing the query and to provide support to organizations such as Philips, Siemens, Novo Nordisk and more. By combining strong customer relationships, technical expertise, and strategic guidance, I contribute to the overall satisfaction, growth, and retention of our valued clients.

Key Aspects of my Role

- Handling of client tickets and inquiries related to the software. When clients encounter any issues, I promptly and effectively address their concerns, providing guidance and troubleshooting assistance.
- Collaborate with internal teams, such as product development, to relay customer feedback and contribute to product enhancements.
- Providing our clients leverage of our software to achieve their business objectives more effectively. This approach enhances their overall satisfaction, strengthens their partnership with our organization, and contributes to their long-term success

Jan 2021 - Present Toff.pk

Online Business

As the manager of my online garments business, My role involves effectively promoting and selling garments through social media page while ensuring a seamless and engaging customer experience

Key Aspects of my Role

- Planning and Budgeting. Created and monitored promotional a
- Approaches to increase sales and profit levels.
- Dealing customer queries

PROJECTS

- Online Banking System,
- Oracle SQL
- Remote Control Car using Arduino Resume Analyze