

Nabeel Hussain

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Objective:

To obtain a position where further experience and skills can be gained towards enhancing my knowledge in all phases of the software development life cycle, including quality assurance testing and programming.

Skills:

Computer Skills: Java, MySQL, C++, HTML5, CSS3, JavaScript, jQuery, Adobe Photoshop, Adobe Illustrator, and Microsoft Office (Word, PowerPoint, & Excel)

Analysis / Design: SDLC, Agile Scrum Methodology, Selenium, JUnit Testing

Professional Skills: Strong attention to detail, written & verbal communication skills, analytical & problem solving skills, self-motivated, great at multitasking, team oriented, and proficient customer service and sales experience.

Work Experience:

TalkLocal, College Park, MD

May 2014 – Present

Products & Operations

- Helped build the overseas customer team from the ground up, including interviewing prospective representatives, managing the day to day operations of the team, and handling all the onboarding & training.
- Overhauled and created a brand-new customer service guidebook, which included all the job requirements, functions, and procedures to be performed by the customer service team.
- Interacted with customers & companies, and taking a proactive approach to resolving any issues.
- Created the marketing material for the company, including brochures, door hangers, trade show banners, and various other mock-up designs for marketing and graphic design projects. (Samples in portfolio)

TalkLocal, Potomac, MD

September 2012 – May 2014

Business Development & Product Support Intern

- Calling businesses throughout the U.S to educate and sign them up to the service.
- Handled customer service responsibilities with existing clients and customers.
- Researched different marketing strategies to expand the TalkLocal brand.
- Called and verified if companies in our database were still active and in business.
- Researched and added additional businesses within our 50 focused industries into the database.
- Worked on social media and marketing campaigns including Facebook, Twitter, and LinkedIn.

- Attended to phone calls and e-mails

General Nutrition Center, Gaithersburg, MD

June 2008 – August 2009

Sales Associate

- Worked in a team environment to achieve various goals and quotas.
- Gained valuable knowledge and experience in communicational skills.
- Interacted with customers in helping them with their needs or complaints
- Handled the daily finances of the store, made routine bank deposits, and completed invoices to have the store running effectively.

Education:

University of Maryland University College (UMUC)

Feb 2016 – Present

- B.S in Computer Science

GPA: 4.0

Coursework: Java, C++, SQL, Data Structures & Algorithms, Object-Oriented Programming, Systems Analysis & Design, Calculus I, II, & III

Montgomery College – Germantown MD

June 2015 – May 2016

- A.A in Computer Science
- A.A in Information Systems
- Dean's List

GPA: 3.83

University of Maryland – College Park, MD

Sept 2008 – May 2012

- B.A in Economics
- Dean's List

GPA: 3.3

Interests:

Traveling, Sports, Movies & Television, Cooking

Languages:

Fluent in English, Urdu, Hindi, and some basics in Spanish

References:

References available upon request