



MOHAMMED JAMAL

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PROFESSIONAL SUMMARY

Bilingual software developer who is customer-driven and enjoys working as part of a team. An excellent communicator with the ability to meet deadlines and quickly resolve issues. Seeking a position within a fast-moving company in the health industry to develop secure applications. Effective and highly skilled leader in the software development arena, offering expertise in leading well-developed teams. Committed to meeting project milestones in a timely fashion. Desires an opportunity to develop desktop applications for a winning enterprise.

EDUCATION

Bachelor of Computer

Information Systems : IT,

12/2021

Western Michigan University -

Michigan, US

AFFILIATIONS

WORK HISTORY

Business Administrator, 03/2020 to 12/2021

Accounting - Kalamazoo, United States of America

- Carefully documented technical workflows, using records for training new staff.
- Asked appropriate open-ended questions to discover prospects' needs and requirements.
- Delivered high level of service to clients to both maintain and extend relationships for future business opportunities.
- Boosted client satisfaction ratings by quickly offering proactive resolution ideas while driving actionable responses to questions, concerns or challenges.
- Spearheaded market research to identify branding opportunities, cement strategies and sustain loyal customer base.
- Developed accurate sales forecasts by analyzing sales feedback and wrote reports for senior leadership.
- Helped local clients expand business operations through targeted advertising.

Events Assistant, 01/2018 to 12/2021

Islamic Relief - Kalamazoo, United States

- Administered contracts to deliver outstanding vendor coordination, timeline development, budgeting and day-of coordination services.
- Maintained close communication with couples to achieve wedding goals and mitigate service issues.
- Managed onsite facilities team comprised of catering services, audio-visual services, and housekeepers.

SKILLS

- Pair programming
- Sales leadership
- Strong lead development skills
- Performance management

- American Marketing Association

- Account development
- Account management
- Warm and cold calling

- Business diversification
- Microsoft Teams

ACCOMPLISHMENTS

- Resolved product issue through consumer testing.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Implemented processes to streamline workflow.
- Improved or maintained profit and revenue margins over previous years.