

SAMEET AHMED

Web Developer (React.js / Node.js) • Technical Support & CRM Automation Specialist

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Visit my website: www.sameet.online

WEB DEV SKILLS

React.js • Node.js • JavaScript (ES6+) • C++ (Fundamentals) • REST APIs & JSON • Git & GitHub • VS Code

SUPPORT & CRM TOOLS

Zendesk • Freshdesk • Airtable Automation • Slack • RingCentral

CORE STRENGTHS

Technical Troubleshooting • Issue Resolution & Escalation • Workflow Automation • CRM Administration • Process Improvement • Cross-functional Collaboration

EDUCATION

Bachelor of Software Engineering

NUML, Multan | 2023–2027 (Expected)

Intermediate in Computer Science

Emerson College Multan | 2020–2022

LANGUAGES

English — Professional Working Proficiency

Urdu — Native

PROFILE

Detail-oriented Web Developer and Technical Support Specialist with 2+ years of experience in real estate technology. Currently supports MoxiWorks — a leading U.S. proptech platform — resolving complex technical issues while sustaining a 95%+ CSAT score. Builds automation workflows and CRM tooling in Airtable, and applies React.js, Node.js, and JavaScript to develop functional, user-focused web solutions. Currently pursuing a Bachelor of Software Engineering, pairing hands-on troubleshooting experience with a growing full-stack development skill set.

PROFESSIONAL EXPERIENCE

Tier 1 Technical Support Specialist

S & N Consulting Group — Client: MoxiWorks (U.S. Real Estate Tech Platform) | 2024 – Present • Remote

- Deliver Tier 1 technical support for MoxiWorks' CRM platform, debugging customer-reported issues through Zendesk and Freshdesk while sustaining a 95%+ CSAT score.
- Build and maintain Airtable automation workflows using formula logic and API integrations to streamline repetitive operations, cutting manual effort across the team.
- Administer CRM records and structured data with precision, ensuring data integrity and accurate reporting for internal stakeholders.
- Investigate, document, and escalate complex technical issues with clear reproduction steps for Tier 2 / engineering teams.
- Guide new customers through onboarding and platform setup, reducing time-to-value and surfacing workflow gaps that inform feature-driven solutions.
- Collaborate cross-functionally via Slack and RingCentral, coordinating support operations in a remote-first environment.

Title Search & Commitment Typist

S & N Consulting Group | 2023 – 2024 • Remote

- Conducted comprehensive U.S. property title searches, examining public records — deeds, mortgages, liens — to verify ownership history and flag encumbrances.
- Prepared accurate, compliant title commitment documents by synthesizing complex legal records across high-volume caseloads.
- Maintained rigorous documentation accuracy, catching discrepancies early to keep transaction workflows on track.

Freelance Graphic Designer

Self-Employed | Before 2023 • Remote

- Designed logos, brand identities, and marketing collateral in Adobe Photoshop, translating client briefs into polished creative assets.
- Managed client relationships end-to-end — from requirements gathering to delivery — building strong communication and project-ownership skills.