Moeez Sajjad

Customer support / Technical support

LinkedIn profile / GitHub portfolio

Customer support professional with experience handling inbound calls, orders, email and chat, and tracking issues through escalation and follow-up. Seeking international technical support, CRM support and entry-level AI automation opportunities.

PROFESSIONAL EXPERIENCE

Customer Support / Technical Support

Tangent Technologies | June 2026 - Present

Resolve customer queries, assist with email and chat support, document reported issues and update tickets. Escalate cases, coordinate follow-ups and communicate progress to stakeholders.

Outbound Sales Representative

Touchstone Communications | February 2026 - June 2026

Called prospects for a solar campaign, handled objections and transferred qualified leads to the client-side team.

Customer Support Executive

Tribe Consulting | February 2024 - November 2025

Handled inbound calls for the Papa Johns USA campaign. Processed customer orders and resolved order-related inquiries in a fast-paced contact centre.

Additional experience

Customer Service Representative / Sales Closer. Assisted customers, explained services and supported sales conversations.

EDUCATION

Associate Degree Program in Web Development & Design

Hamdard University, Islamabad

Coursework included front-end development, database management systems, programming fundamentals, object-oriented programming and data structures.

FEATURED PROJECT

Smart Meetings Notes Generator

Final-year project | Under development

Designed a web application concept for turning meeting recordings or transcripts into summaries and action items. The repository documents a React interface, a Node.js and Express backend, and AI transcription and summarization.

SKILLS

Customer and support operations Inbound calls, email and chat support, order processing, issue documentation, ticket updates, escalation, follow-ups and stakeholder communication.

Web and AI foundations HTML, CSS, JavaScript, React, Tailwind CSS, prompt engineering, large language model tools and AI chatbots.

Professional skills Troubleshooting, communication, team coordination and objection handling.