

# RANA MUHAMMAD TALHA MAJID

Customer Support | Digital Operations | Team Collaboration | Problem Solving

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## PROFESSIONAL SUMMARY

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Motivated Computer Science undergraduate (JET Taxila, 2027) with hands-on internship experience in digital operations, team coordination, and customer-facing workflows at a fast-paced e-commerce company. Combines strong written and verbal communication skills with proficiency in MS Office and digital tools to deliver accurate, timely, and professional support. Quick learner with a proven ability to manage multiple tasks under deadline, collaborate across teams, and maintain a positive client-first attitude in every interaction.

## WORK EXPERIENCE

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### Operations & Customer Support Intern

May 2024 – Aug 2024

#### Capxa E-Commerce | Remote

- **Situation:** Capxa's growing order volume created a backlog in customer queries and internal coordination tasks, slowing response times and affecting satisfaction scores.
- **Task:** Support the operations team by handling customer-related workflows, streamlining internal communication, and maintaining accurate digital records across departments.
- **Action:** Responded to and triaged **30+ customer queries per week** via email and chat, escalating complex cases to senior staff with full context documented; coordinated daily task handoffs between **3 cross-functional teams** using shared digital tools; maintained and updated product and order records in MS Excel, reducing data entry errors through template standardisation.
- **Result:** Average query response time improved by **~30%** over the internship period; received positive feedback from the team lead for reliability, attention to detail, and proactive communication throughout the **4-month** placement.

## PROJECTS & ACHIEVEMENTS

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### SpectraOps – Cybersecurity Awareness Platform

2024 – Present

#### [ranatalhamajid1.github.io/Portfolio-Website](https://github.com/ranatalhamajid1) | Independent Project

- Self-initiated end-to-end web project — planned scope, managed timeline, and delivered a fully functional platform independently, demonstrating strong **self-management and ownership**.
- Wrote and published **10+ educational articles** on cybersecurity topics, building skills in clear, audience-friendly written communication.
- Handled all project correspondence, documentation, and content updates — mirror of day-to-day customer support and operations responsibilities.

### Professional Certifications & Self-Development

2024

#### Coursera / Google | NITSEP | TryHackMe

- Completed **Google Foundations of Cybersecurity** (Coursera) — demonstrating commitment to continuous learning and structured self-study.

- Earned **PenTest Cyber Specialist** certification from NITSEP and **TryHackMe Cybersecurity** badge, reflecting discipline and goal-oriented follow-through.

## EDUCATION

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**BS Computer Science**

**2023 – 2027 (Expected)**

**University of Engineering & Technology (UET) Taxila**

## SKILLS

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- **Communication:** Professional email & chat support, customer handling, written documentation, cross-team coordination
- **Digital Tools:** MS Word, MS Excel, MS PowerPoint, Google Workspace, data entry & record management
- **Soft Skills:** Problem solving, time management, attention to detail, adaptability, team collaboration, fast learning
- **Technical Awareness:** Basic web operations, cybersecurity fundamentals, digital content creation