Sr. System Analyst (IT)

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Career Summary

An experienced IT Professional with strong expertise and hands-on experience in IT Retail Billing, Oracle 11gR2 Database Administration, Software Quality Assurance, ERP Applications, WordPress Web Development, SEO , Social Media Marketing and Agile Project Management.

Technical Skills

o   Experienced in Implementation and testing of ERP applications.
o   Experienced in managing Software security, user roles and their privileges.
o   Experienced in full system development lifecycle including design, development and implementation of test plans, test cases and test processes.
o   Created users, training manuals and successfully trained new users in an organization.
o   Tested Web Applications, IOS & Android devices.
o   Experienced in Unified Modeling Language **UML** including both behavioral and structural diagrams.
o   Installed and configured virtual machines on VMware and Virtual Box.
o   Created, modified and updated Oracle 11gR2 Database in Linux environment.
o   Experienced in using Red Hat Linux and CentOS operating systems.
o   Experienced in creating Database backups and recovery plans.
o   Experienced in Scrum & documenting Minutes of Meeting.
o   Experienced in Microsoft Outlook, Word, Excel and PowerPoint.
o   Experienced in Photo & Video Editing using Adobe Photoshop CS6 and Camtasia Studio.
o   Experienced in creating user friendly websites using WordPress with best SEO practices
o   Experienced in managing SAP Ariba portals

Management Skills

o   Managed and supervised IT projects related to Transportation, Telecommunication, and E-learning Systems.
o   Managed and supervised internal and external Stake holders on IT Projects.
o   Strong presentation, communication and problem solving skills.
o   Planned ahead (Risk Management) to prevent problems on project before they occur.
o   Assisted Sr. Project Managers in planning, launching and supporting four major IT projects.

Adel Dawoud Al Ohali & Sons Co. (AOC)   *November 2016 – Present*
Working as Sr. System Analyst (IT)   *Dammam, Saudi Arabia*

Responsible for analyzing business process, design, implementation and testing of IT applications to meet business strategic objectives. Involved in documentation of meeting minutes, change in training procedures, new work flow process and requirements. Responsible for creating company policy and procedures.

ERP RESORT AL MUTAKAMIL PROJECT

- Successfully tested and implemented the ERP Resort application for Transport & Logistics Business.
- Worked on following modules of the application (Admin, HR, Logistics Operations, Workshop & Accounts)
- Involved in Requirement Gathering, Testing and implementations.
- Created new users and defined roles and authorities for each user.
- Provided timely project status updates to Higher Management.
- Monitoring performance and managing parameters to provide fast query response to front-end users.
- Served as liaison between departments and operating units to resolve day-to-day administrative and operational problems.

ARVENTRO APPLICATION PROJECT

- Successfully managed **ARVENTO** Applications, a GPS based tracking software for vehicles.
- Involved in requirement gathering of all Logistics Vehicles.
- Created new users and assigned them with their roles and authorities.
- Maintained service and maintenance record for all the vehicles through online system.
- Managed groups of vehicles (40 ft. flatbed Trailers) designated for different projects and report their movement activities to client.
- Mentored the team on resource requirements, methodologies, tasks, dependencies, deliverables, risks, and other issues through the life of the project.

Additional Tasks

- Involved in submission of Commercial & IKTVA Proposals in Saudi Aramco Long form contracts.
- Performed Vendor Registrations processes for the following companies (***SAIPEM, YASREF, MAADEN, YANBU, SABIC, SEC, NWC and SATORP)***
- Involved in reviewing agency agreements with international companies.
- Involved in Introduction & Pre-Evaluation of companies in Saudi Aramco.
- Managed record for all original government documents for an organization.
- Reviewed Quotations and responsible for generating Purchase Orders accordingly.

Asyad Capital   *January 2015 – August 2016*
Worked as Software Quality Assurance Analyst   *Dammam, Saudi Arabia*

I SCOPE APPLICATIONS

- Worked on **I Scope Applications**, a Project Management Software designed to track the activity of all the *Government Projects* in Eastern Region of Dammam, Saudi Arabia.
- Developed and executed test plans, scenarios, and test cases used in testing based on business requirements, technical specifications and product knowledge to ensure they function properly.
- Involved in designing use case diagrams, activity diagrams and sequence diagrams for additional new features.
- Successfully tested web application and mobile applications for each module of the software.
- Created test cases by using coverage techniques (Decision table – Boundary Techniques – Equivalence techniques).
- Produced a well written and detailed defect and bug reports using Bugzilla and Microsoft Team Foundation Server.

Northbay Solutions (Pvt) Ltd.   *December 2013 – June 2014*
Worked as Software Quality Assurance Engineer   *Lahore, Pakistan*

Managed, designed and documented Test Plans and Test Cases for E-learning software within an Agile SDLC Methodology. Performed testing's on both Web Based and Mobile based applications.

FOSSweb

- Worked on FoSSweb project, an active science e-learning system for science students.
- Created detailed functional and system/integration test plans.
- Supported developers by examining logs and debug files.
- Performed QA testing procedures including black box testing, white box testing, user acceptance testing, load testing and unit testing.
- Witnessed software builds and running of selected tests to ensure the process integrity of the software loading and testing process.
- Developed test summary reports for upper management.
- Actively engaged in daily scrum meetings.
- Attended weekly client meetings and taking meetings of minutes.
- Worked on Bug Tracking Software's like JIRA & Bugzilla.
- Used Microsoft Word, Excel, PowerPoint, and Outlook to communicate plans, ideas, and schematics to clients.

Warid Telecom   *April 2013 – July 2013*
Worked as Executive IT Retail Billing & Operations   *Lahore, Pakistan*

Worked in a team of technical professionals to perform four billing cycles each month for postpaid users all over Pakistan. Performed Postpaid Billing Operations and provided efficient and up to date first level support to Subscriber Support, Complaint Support, Operation Support, Business analysis and Engineering departments.

POST PAID BILLING

- Worked on production database and live servers (Linux Environment).
- Worked on Telecom Advanced Business Solutions (TABS) application including Customer Relationship management **CRM**.
- Experienced in verification of Call Detail Records CDR'S, Postpaid Billing Operations and SIM Authentications.
- Experienced in Automation and monitoring of Rental, Billing, Fetching and Extraction processes along with the generation of PS and PDF files.
- Experienced in complete care taking of Mediation, Rating, and Provisioning.

Qualifications

Oracle 11g Database Administrator Certified Associate (OCA)   *September 2013 - Present*
Oracle University, Testing ID#: OC1239015   *Lahore, Pakistan*
IZ0 – 052 – Score: 93%, IZ0 – 051 – Score: 96%

Bachelor of Science in Computer Science (BSCS)   *October 2017 - February 2012*
University of Central Punjab **– UCP**   *Lahore, Pakistan*
CGPA 3.08 / 4

Professional Training & Workshop

Oracle 11g Database (SQL, Admin I, Admin II with 11g Dataguard & RAC)   *January 2013 – April 2013*
Oranet Training and Solutions   *Lahore, Pakistan*

- Installation, configuration and maintenance of large database servers on UNIX/Linux and Windows platforms
- Database Performance Tuning, Database Security, Problem Solving, Database Management and Database Maintenance
- Experience in database reorganization, migration, capacity planning capacity, disaster recovery and high-availability experience.
- Experience of Database Backup and recovery using RMAN backups

Operating Systems

o Red Hat Enterprise (Linux) for Oracle
o Centos 5.10 Final (Linux) for Oracle
o Windows 8,10

Reference

o Available on request