**Riffat Zakria**

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# PROFILE

Demonstrated history of working across cross-functional teams in the IT industry for over a decade, starting as early as a teenager serving as a Software Engineer and onwards, thus have a thorough understanding of the front and back ends of the business. Successful entrepreneur having a proven track record of creating an enterprise which dealt in Contract Management System(CMS). After getting lot of experience and skills from well-known multinational IT company NETSOL Technologies Ltd I moved London to purse my further master degree from BPP University, presently pursuing as a MSC Management with Data analytics. Keen to find a place in a fast-paced environment which gives me ample opportunities to apply my skills problem-solving and challenging tasks that help me both employ and hone my other skills, and where my personal growth and development are just as important as that of the business.

# EDUCATION

**MSC Management with Data Analytics, BPP University London** **May 2023 – Continue**

Relevant modules: Global Strategic and Sustainability, Human Resource Management, Business Decision Making and Personal and Professional Effectiveness.

## PGCert Learning and Teaching in Higher Education Sept 2021 – Oct 2022

## MCS (Full-Time), Punjab University OCT 2010 – DEC 2012

Relevant modules: Core Programming languages, Accounting, Discrete Mathematics, Software engineering, Java, Accounting and Performance Management, Networking, Compiler Animation.

# WORK EXPERIENCE

## Software Engineer to System Analyst at NETSOL Technologies ltd Feb2013 – Present

**Job Responsibilities:**

software development, integration, bug fixing, problem solving, client communication, critical analysis of new requirements, development of functional specifications, change request development, unit testing, integration testing, code review of peers, code freeze, dev environment setup, clouds virtual machine setups, preparation of software guide, also support to customers during user acceptance testing, go-live support and production support.

**Go live Projects as Technical Team Lead.**

* BMW China
* BMW HongKong
* Mercedes-Benz Services Malaysia
* Mercedes-Benz Financial Services Hong Kong
* Mercedes-Benz Financial Services Korea
* Mercedes-Benz Financial Services Thailand
* Ascent 2.0 Mercedes-Benz Services Malaysia:
* Ascent 2.0 Mercedes-Benz Financial Services Hong Kong:
* Ascent 2.0 Mercedes-Benz Financial Services Japan:
* SOA Expert:
* Customer Service & Collection (CSnC Project of MB Korea)
* NETSOL Cloud Computing Services

# TECHNICAL SKILLS

**Languages:** MYSQL, T-SQL, PL/SQL, C

**Tools & Packages:** SQL Server Management Studio, SQL Server Profiler, Enterprise Manage, Oracle Developer Suit. 6i/8i/10g, Toad, SQL\* Plus.

**Databases:** MS SQL Server 2012/2014/2016, Oracle 6i/9i/10g/11g, MYSQL, SQL, MS Access

**BI Tools:** SQL Server Integration Services (SSIS), SQL Server Analysis Services (SSAS), MS Visio, SDLC**:** Agile Scrum, TDD

**Web Technologies:** XML, HTML, JavaScript

**Application Packages:** MS Office, MS Outlook **Operating Systems:** Mac OS, Windows, Linux

# KEY SKILLS

**Problem Solving-** Identified day-to-day operation and customer-oriented challenges in business and rendered solutions. This includes but is not limited to providing efficient resolution to disgruntled customers, owing to my active listening and firm decision-making skills. Time and again, I’ve been at the helm of upturning our loyal customer base by tactfully handling demanding situations.

**Leadership-** As the SOA Expert of Mercedes Benz Vehicles, I honed in on my leadership skills exceptionally. Colleagues and team members have vouched for the fact that I am the kind of a leader who ensures to take the team along.

**Interpersonal skills -** I have been lauded time and again for my interpersonal skills, my ability to grasp concepts fast as well as the fact that I’m a complete team player. I am also someone who believes in continuous evolution of one’s personality traits, and thus embrace positive changes. I also take cognizance of the fact that I recognize my value – be it in life or my place of work.

# INTERESTS AND ACHIEVEMENTS

* Led and won local badminton tournaments in the years 2016 and 2020; regularly participated and won other badminton tournaments.
* Arranged a charity event for the lesser privileged kids in Pakistan which contributed towards their education and wellbeing.
* Won multiple “Employee of the Month” awards and appreciations in NET Sol as a team member to Team Lead
* Won Green slips from NETSOL due to extra ordinary performs and successful UAT.
* Won Customer appreciation awards multiple times as Team Lead.
* I am university Toper of my session.