



# MADIHA IKRAM

IT SUPPORT TECHNICIAN

## PROFILE

I am flexible, reliable and possess excellent time keeping skills. I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative.

## OBJECTIVES

- Experienced IT Analyst with excellent multitasking skills and advanced knowledge in data administration, software development, and website development.
- Aspires towards an IT service management position in a company that is welcoming of innovative ideas, provides growth opportunities, and has a conducive environment for accomplishing projects.

## EDUCATION

### **Master of Science in IT**

University Of Sargodha

- Attended from 2019 to 2021

### **Bachelor of Science in Computer Science**

University Of Gujrat

- Attended from 2016 to June 2018

### **Intermediate of science in Pre-engineering**

BISEGRW

- Attended from 2014 to June 2016

### **Matriculation of Science in Computer Science**

BISEGRW

- Attended from 2012 to June 2014

## HOW TO REACH ME

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## EXPERIENCE

### Software Engineer

#### AL RAHA Technical Services L.L.C

| 2 Year

- Managed Google Ads accounts for leading e-commerce client, increasing click-through rate by 20% in six months.
- Designs and creates software solutions to solve pain points for various clients
- Checks feasibility of software prototypes
- Modifies code to fix errors

### Digital Marketing

#### Rafique Son's Technical Services L.L.C

| 1 Year

- Managed Google Ads accounts for leading e-commerce client, increasing click-through rate by 20% in six months.

### Project: Pet Vet (Pet Veterinary)

frontend Developer

Duration: Three months

Technologies Used: HTML, CSS, JavaScript ,PHP.

Project Goal:

The purpose of the project is to develop a pet vet system for selling, buying and provide services of veterinary of pet animals.

- Created a content management system serving as a client interface that reduced download times by 30%.
- Developed new admin panel, which improved internal operating efficiency by over 40%.
- Created comprehensive testing regime using RSpec to ensure bug-free code.
- Rebuilt entire website with up to date technologies and frameworks

### Software Management

#### The Educators School

| 1 Year

- Being a good team leader means having great communication skills, being a good listener and a mediator, delegating and trusting people, as well as showing confidence, knowledge, and inspiration.
- Provided administrative assistance to school staff as well as 65 at-risk or behavioral reassignment students and parents.
- Updated student contact information and interact with students, parents, and student support teams on a daily basis.
- Developed relationships with various schools in the area.

### Social Media Marketing

#### Fahid Associate Pakistan

| 1 Year

- Social media marketing duties include analyzing engagement data, identifying trends in customer interactions and planning digital campaigns to build community online.
- It also includes the entire process of defining requirements, visualizing and creating graphics including illustrations, logos, layouts and photos.

## ACHIEVEMENTS

- Google Digital Certificate  
The Fundamentals Of Digital Marketing

## SKILLS

- Website designing
- C++
- Java
- HTML
- CSS
- Java Script
- jQuery
- PHP
- Database (MySQL)
- Visual basic
- Digital Marketing tool
- Graphic designing
- MS Office(Word , Excel, PowerPoint)
- Data Entry
- Graphic designing

### **Frameworks/Systems**

- Visual Studio
- MVC
- bootstrap
- NetBeans IDE
- Dev C++
- WordPress
- Adobe Photoshop
- Adobe Illustrator

## LANGUAGES

- English
- Urdu

## SPECIALIZED SKILLS

- Regularity in working with in specific time.& ability to seek advice.
- Having self-confidence & enthusiasm.
- Expert in managing people in different situation.
- Able to work productively and instinctively with good initiative.
- Good communication skills with fluent.
- Strong team player.

## OTHER INTEREST

- Meditation
- Research
- Reading Book