ALIFIA FATHIMA B

Contact: (+971)509972769
Dubai, UAE
Email:**alifiafathima@gmail.com**

Software Engineer with expertise in Technical Servicing

Professional Objective

To develop a career at a Strategic position in the field of Software Engineering laying emphasis on advanced Business analysis and process flow, where my academic background and experience can be utilized with opportunities for professional and personal growth.

Summary of Experience

I have completed my professional education in Software Engineering in 2013 and accomplished with **9+ years** of experience in executing customer centric roles, business analysis, technical solutioning, product conceptualization, project management. I have excellent analytical and problem-solving skills along with strong written and communication skills.

Certification

- Cognizant - Certified IT business analyst
- Cognizant - Requirements Planning and Management professional

Work Experience 4

Employer 4   : Emirates HR
Role   : Technical Support Team Leader
Location   : Concord Tower, Dubai Media City, UAE
 Period   : April 2021 – Till date

Client Overview:

EmiratesHR - Founded in 2018 in Dubai by a group of investors and led by British entrepreneur Mark JP Nutter, EmiratesHR software has been developed by an award-winning team of expert developers, product designers and human resources professionals from across the globe

Roles and Responsibilities:

- Collaborate and communicate between Developer team and the client services team.
- Hands on the HCM solution of the clients escalated queries.
- Predominantly working in the testing of HCM Mobile App and giving suggestions to improve the user experience.
- Conduct programs and write Technotes to be added to the knowledge base.
- Assess, plan, and implement special projects and provide status to stakeholders under the guidance of CTO of the company.
- Managing a team of 7 members now under Technical services and Client services.
- Design the data container/ payslips and the pipelines for each HR module in the system after requirement gathering from clients.
- Point of contact for all the Enterprise clients who use EmiratesHR software.
- Work as a communicator between the Clients and the Dev team (currently in Dubai and Belarus) with the clear requirements.
- collaboration with implementation managers as when they require support in the smooth operation of the project implementation.
- Perform all the Database related operations for the fixes and the migrations.
- Design the Yellowfin(BI) reports for each specific requirement of the client.
- Do Test rails quality check and data conversions before deploying to production environment.
- Acting as a SCRUM Master in the team with Dev and QA team.

Work Experience 3

Employer 3   : Al Ghurair
Role   : Senior Projects Specialist
Location   : Dubai, Al Rigga, Al Ghurair Centre, UAE
 Period   : Mar 2020 – Mar 2021

Client Overview:

Al Ghurair - PicPax is the new venture of Sultan Al Ghurair. PicPax is a tech-based company that aims to provide premium healthcare products by improving the transparency of pharmaceutical and nutraceutical support services across the Gulf region.

Roles and Responsibilities:
- Create, manage, monitor, and track programmatic and project tasks.
- Drew complete process flow prototype of the Pharma business using MS Visio and got approval from business.
- Predominantly worked in E-Commerce platform for the development of Mobile App.
- Conduct program reporting, project management and data analysis.
- Assess, plan, and implement special projects under the direction of the Head of Delivery.
- With minimal oversight, will compile reports and summaries of work and present weekly.

- Conduct data analysis and synthesize and/or create reports and spreadsheets in excel based on program needs or program deliverables, and to track program benchmarks and make recommendations for continuous improvement.
- Point of contact for external team for the mobile app development and website development.
- Communicate between the business and the technical external team with the clear requirements of business.
- Provide administrative support related to the overall management of the program.

Work Experience 2

Employer 2   **:** Focus Softnet FZ LLC.
Role   **:** System Analyst
Location   : Dubai, Dubai Internet City, UAE
Period   **:** Nov 2017 – Feb 2020

Client Overview:

Focus Softnet. - Established in 1992, Focus Softnet emerged as a multinational IT solutions provider. With its array of products and services and strong emphasis on R&D, Focus has expanded its operations in 18 countries around the globe.

Role and Responsibilities
- Product handling currently-HCM/ERP.
- Managed an entire implementation from the initial training to the "go-live" in client which was handled.
- While traveling to various parts of the UAE, provided knowledge transfer and support for all implementations, trainings, and software live dates and documentation.
- Worked as a pre-sales person. Responded to the RFP of the sales team and clients.
- Completed the projects assigned in tight bound time frame without fail.
- Provided recommendations for process flow and system improvements by thoroughly documenting customer requirements.
- Prioritized customer requests for enhancements or system changes to meet project deliverables.
- Wrote guides for and facilitated User Acceptance Testing.
- Led meetings to ensure projects were being executed and implemented successfully.
- Exceeded goals for client satisfaction on a consistent basis.
- Cultivated and maintained positive and lasting relationships with executive-level clients
- Delivered both in-person and web-based benefits presentations to large groups of employees.
- Identified crucial system utilization issues & consulted clients on how to avoid and troubleshoot these issues.
- Wrote and edited product-related technical documentation and update the latest status.
- Supported new customers to ensure the successful implementation of new account features.
- Resolved technical issues and provided general user support.

Project References:

- **Al Ghandi Auto-Dubai.**
- **Al Abbar Enterprises- Dubai.**
- **National Center of Meteorology- Govt Firm -Abu Dhabi.**

- **Sharjah Football Club-Sharjah.**

Work Experience 1

Cognizant

Employer   **:** Cognizant Technology Solutions
Role   **:** Business Analyst (Peoplesoft HCM)
Period   **:** Jul 2013 – Oct 2017

Client Overview:

Cognizant Technology Solutions - Cognizant is an American multinational corporation that provides IT services, including digital, technology, consulting, and operations services. It is headquartered in Teaneck, New Jersey, United States. Cognizant is part of the NASDAQ-100 and trades under CTSH.

Role and Responsibilities
- Presentation or Demonstration of the SaaS Product.
- Product handled : Cloud **Peoplesoft HCM.**
- Troubleshooting of critical issues faced by client by suggesting workarounds.
- Communicating with the technical team and the client to get the delivery as per client expectations, team management, delivery management and project management activities.
- **Requirements analysis:**
- Understanding the business requirements by proactive interaction with client to understand their business practices to configure the system accordingly.
- Preparation of System Requirements, specification document and approval of the same from the client.
- Preparation of GAP analysis document.
- **Installation:**
- Installation of application-on-application server along with the installation of database-on-database server.
- **Implementation:**
- Implementation of the functionalities as per the documented requirements of the client.
- Adding new modules and features to equip the customer requirements.
- **On site Testing:**
- Application testing menu form wise. Raising change requests against errors/bugs found.
- Preparation and execution of test cases Identifying the errors and bugs of the system and resolve the issues or forwarding the same to support/development team.

- **Training:**
- Conducting training for client IT/HR team, users, and other team members. Addressed operational problems, concerns, and questions posed by users.
- **UAT**:
- Conducting User acceptance test at client location with key users and get UAT sign off.
- **Pilot Run:**
- Parallel running the application alongside customer's legacy system. Matching and tallying the reports specified by users at the time of system study. Understanding MIS requirements and checking the feasibility with the application Providing or helping Client IT team in extracting the report through database and explain them the functionalities of scheduled task and daily processes.
- **Go-live:**
- Migration of application and database from Test server to Production server (Live server) Database cleaning i.e., removing dummy transactions from database and provide user support for specified period until Project handover to client IT team Project sign off.

Technical Skills / Tools

- **Programming Skills**: C, C++, Java, HTML, CSS, Jinja, Kubernetes,JavaScript
- **Databases**: Navicat, MySQL 8.0 CE
- Kubenav, Zee bee modeler, BPMN
- POSTMAN
- Github,SAML ,XML,SSO
- **Reporting Tools:** Yellowfin reports, Stimulsoft reports, RDL Reports
- **Workflow :** Camunda (BPMN)
- **Dashboard:** Yellowfin (VisionBI)
- **Product Management**: JIRA, Zendesk (admin), Confluence, Kanban, Zeplin
- **Tools and Applications**: MS Excel functions/Macros, MS Office Suite, MS Visio
- SME for Oracle HCM Product
- **Testing**: Test Rails, Selenium
- **Project methodology** : Agile, Waterfall.

Personal details

- Gender   : Female
- UAE Driving License : Yes
- Current Location   : Al Qusais, Dubai