Curriculum Vitae

Amoon David

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OBJECTIVE

- Be part of a growing organization provisioning opportunities for enhancing programming, presentation skills and nurtures creativity and innovation in their products/services and day-to-day operations, and allows me to work and interact with people so I can try and make positive impact on their lives.

PERSONAL

- **Father Name:**   Saleem Akhtar
- **Marital Status:**   Married
- **Date of Birth**:   June 30th, 1987
- **N.I.C #:**   35201-8775807-7
- **Domicile:**   Punjab
- **Nationalit**y: Pakistani

EDUCATION

- **University of Management and Technology**   **2015**
  MPhill (MS Completed)
  Majors: Software Engineering

- **Forman Christian College University**   **2008-2013**
  BSC (Hons.) CGPA: 3.46
  Double Majors:
  - Software Engineering
  - Information Technology

- **Center of Financial Excellence**   **2006-2007**
  Certified Accounting Technician (CAT)

- **Lahore Acadia**   **2004-2005**
  A level
  Pre-Engineering

- **St. Anthony's High School**   **2002-2004**
   O Levels
  Double Mathematics

WORK EXPERIENCE

- **LiveAdmins**   **Oct 2021 – Oct 2022**
  Client Success Manager
  Job Description: Handling the onboarding of the North American clients for chat services starting from the initiation to the maintenance this included but not limited to:
  - Requirements gathering
  - Integrations
  - UI/UX
  - Databases Management
  - Reporting
  - Troubleshooting

- **LiveAdmins**   **Oct 2018 – Till date**
  Quality and Training Analyst
  Job Description: Maintain the quality of the chats in real time incorporating activities pertained to both Quality Control and Quality Assurance domains. Defining processes for improvement in the overall chat quality starting from initiation to the closure. Defining and marinating documentation for training purposes starting off from

client's requirements to the final training manuals for clients associated with wide range of domain and operating globally.

- **Ghost Software**   **8 Months**
  Associate SQA Engineer
  Job Description: Planning and Implementation of quality assurance activities on a UK based CMS project. Salient responsibilities included materializing a through and rigorous quality assurance plan providing room for incorporation of facilities such as automated testing tools for regression testing in order to induce agility.

- **CureMD**   **9 Months**
  Integration Executive
  Job Description: Configuration of interfaces between physicians and laboratories through a cloud based EMR system encompassing both communicational and technical aspects. Also included troubleshooting of interface related issues and providing hands on training to the doctors.

- **TRG (The Resource Group)**   **1 Year**
  CSR Customer Support Executive
  Job Description: provide customer support for various products (US based).

- **BSF   COMMUNICATIONS**   **1 Year**
  Floor Supervisor
  Job Description: Manage the call center floor and report to senior manager.

- **SYNERGY   TECH**   **6 Months**
  Trainer
  Job Description: Provide new hired training and product specific training to trainees.

- **DICON   CUMMUNICATONS**   **6 Months**
  TSR (telesales representative)
  Job Description: Telemarketing of products (US based).

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PROJECTS

- **RaveAmp Book**
  I have undertaken this project as my Final Year Senior Project at FCCU, it's a mobile application based on Android platform. The core purpose of the application is to provide a single point highly secure access to the user's private information including contact details, gallery, images, and bookmarks. This project is relatively challenging and encapsulates core understanding of Java and Android SDK, along with concepts of wide range of API's including but not limited to:
    - Bluetooth
    - Voice-Recognition
    - SQL-lite Databases

- **Databases:**
  As a semester final project I had developed an entire database of a pharmacy which includes their daily sales, HR Management, inventory management and employee payroll system. The project was concentric to database schemas implementable using various RDBMSs such as Oracle or MySQL.

- **Automated Car Parking System:**
  The entire project was designed based on Object Oriented approach of software development. It included a detailed level object design of entire software which incorporated OO features such as encapsulation, polymorphism and etc. Goal of the project was to demonstrate an in-depth knowledge and understanding of OOP concepts and their application on a real-world software system.

- **Others:**
  There are significant number of other projects that I had undertaken during the course of my degree which provided a significant exposure to following mentioned tools, programming languages and technologies:
  - Adobe CS(Production Suite)
  - C++
  - Java
  - Android SDK
  - SQL
  - Eclipse
  - Html

- **Software Engineering:**

  Since, the BSC (hons.) Program is adhesively oriented towards the utility of tools, methods, frameworks and application of commercially known best practices adoptable during entire software lifecycle. This has provided me with opportunities to grasp the concepts which are essential part of software development including Project Management Skills.
  MS in software engineering has further polished these concepts through reinforcement by following a project centric approach to assist there application which had in return had massively influenced my understanding of these concepts. These include but are not limited Formal methods of software specification with VDM-SL, adherence of quality standards laid by ISO and IEE, diverse Software architectural principles and there trade-offs.

SKILLS

Communication	Advance
Microsoft Office	Advance
Java Language	Mediocre
C++	Beginner
Android Programming	Advance
Web App Development	Mediocre
Adobe CSS Suite	Mediocre
Selenium	Mediocre

LANGUAGES

- **English**   Advance
- **Urdu**   Advance
- **Punjabi**   Mediocre

PERSONAL TRAITS

- Responsible
- Hard Working
- Quick Learning Curve
- Self-Motivating
- Honest
- Energetic

REFERENCE

Available on demand