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#### PROFILE STATEMENT

Energetic, detail oriented and goal driven professional with 10 years of experience in banking, insurance, and SaaS industry combined with software engineering education, aspiring to obtain a position as a software developer

## **SUMMARY OF QUALIFICATIONS**

- Master of public administration, bachelor in sciences majoring in computer science and twoyear advanced diploma in software engineering technology in progress
- Knowledge of object-oriented design and programming and coding experience in C#, .NET, Java, JavaScript, and Python including writing code, testing, and performing technical analysis using modern software designs and best practices for software development
- Knowledge of web technologies including REST APIs, HTML, Node JS, Express JS, Angular and willingness to learn Vue.is, asp.net and CSS
- Knowledge of technologies and microservices including WebAPI, REST and JSON, and Saas architectures and workloads
- Experience using Microsoft Azure and Azure DevOps, continuous improvement and continuous development (CI/CD) for cloud website deployment, GitHub for version control and SQL and MongoDB for database management
- 10 years of experience in increasing efficiency, coherence, and productivity through research & development (RD) while working in agile development teams and dynamic environment within banking, insurance, financial technology, and SaaS industries
- Productive, personable, creative, team player, team focused, works well independently, reliable, passionate, caring, collaborative and committed with positive attitude, passion, flexibility, reliability, interpersonal skills and verbal and written communication skills

## **SOFTWARE PROJECTS**

# **Survey Lifecycle Management Website**

01/2023 - 04/2023

- Developed website to create, edit and run surveys and view results dashboard using Angular frontend, Node JS and Express backend, MongoDB database and MS Azure for cloud hosting to query and manipulate data, develop scripts, and display results on browser
- Transformed project requirements, business requirements and RD into winning delivery solutions for software design development and lead team members to design, develop, and test scalable and sustainable software solutions
- Increased website security by performing unit and integration testing as per standards, design specs and standard security practices to ensure applications are free of common coding vulnerabilities while simulating test-driven environment

# **Hospital Database Management Mobile Application**

08/2022 - 12/2022

- Created mobile application in Android Studio using Room Persistence Library, MVVM
  pattern, entity, DAO, view model, repository, database, intents, and shared preferences
  that allowed nurses to login, add, or edit patient and add record or view tests performed
- Created and maintained quality code, aimed for defect-free programming, built and tested applications, introduced enhancements and troubleshooted, provided support during testing cycles and post-production deployment and engaged in peer code reviews

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## **Online Stock Management Application**

08/2022 - 12/2022

 Created software design specification document for an online stock management application and contributed to project plans, estimations and status updates using iterative Agile methodology with UML diagramming and modeling tool

• Developed Requirements Specifications document with functional, security, integration, performance, quality, infrastructure, and operations requirements

#### PROFESSIONAL EXPERIENCE

Insurance Advisor 01/2021 – Present

TD Insurance, Toronto, Ontario (www.tdinsurance.com)

- Increased sales and deepened client relationships by 20% per quarter by achieving quota for opening new accounts by gathering customer requirements and providing solutions
- Increased team performance by 10% per quarter by using MS office (Word, Excel, PowerPoint) to create reports and provide feedback to team members

## **Easyline Specialist**

04/2020 - 01/2022

TD Canada Trust, Toronto, Ontario (www.td.com)

- Increased sales and deepened client relationships by 20% per quarter by meeting or exceeding standards and service levels through conducting RD to get competitive edge
- Increased team sales by 5% by creating reports, providing feedback, motivating team members, and encouraging teamwork using MS office (Word, Excel, PowerPoint)

# **Senior Specialist** 11/2012 – 11/2018

S&P Global, Islamabad, Pakistan (www.spglobal.com)

- Increased renewal and new sale rate of Saas applications by 15% per year by relationshipbuilding with clients, gathering customer requirements, supporting customer's investing decisions and facilitating commercial negotiation for sales team
- Expedited revenue growth by 30% by identifying issues in product, recommending sustainable solutions, and collaborating with software engineers, management, QA, support and product management teams throughout product definition and development phases
- Decreased delays in renewals and operational risk by 50% by state-of-health monitoring and SLA targets, coordinating with technology partners, analysts, developers, and designers to configure and develop customer components and meet requirements and goals

#### **EDUCATION AND TRAINING**

## Advanced Diploma in Software Engineering Technology

(In Progress)

Centennial College, Toronto, ON

## **Master's of Public Administration**

2012

Quaid i Azam University, Islamabad, Pakistan

(Equivalent to four-year bachelor's degree from an Ontario university as determined by World Education Services in Toronto, ON)

Bachelor of Science 2009

University of the Punjab, Lahore, Pakistan

(Equivalent to two-year diploma as determined by World Education Services in Toronto, ON)