

Syeda Fatima Omer

CONTACT

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SKILLS

Web Development: JavaScript ES6, HTML 5, CSS 3, Bootstrap 4, DOM, jQuery, Node.js, Express.js, API's, React.js | Testing tools: HP UFT | Databases: SQL, MongoDB, Mongoose | ERP & Platforms: SAP R/3 (ABAP), JAVA EE | Applications: MS-Office (Word, Excel, PowerPoint)

EDUCATION

Post graduate program in Business Information Systems with SAP R/3 as specialization
Hochschule für Technik und Wirtschaft, Karlsruhe, Germany
2006-2008

Masters in Computer Applications - MCA
Osmania University
2000-2004

DNIIT (Honors Diploma in Web Centric Computing)
NIIT 2000-2003

Bachelor of Science BSc
Osmania University
1997-2000

LANGUAGES

English, German, Hindi, Urdu

OBJECTIVE

Seeking a responsible career in information technology and services industry where my abilities can be utilized in a growth-oriented and professional environment.
I have strong troubleshooting knowledge in computers, quality testing infrastructure, professional knowledge and capabilities of working in pressure.
I have good interpersonal and effective communication skills, I am highly driven, enthusiastic, strong-willed, hardworking and a good team player.

SUMMARY

- Senior Technical Support Associate-DELL Canada at DELL International Services, India
- Services Team Member for SAP NetWeaver Services and Quality Management Team at SAP SE, Walldorf, Baden-Württemberg, Germany
- Currently studying Full-Stack Software Development at Code Institute

EXPERIENCE

Senior Technical Support Associate, DELL Canada
DELL Apr 2003 - Oct 2004

- Provide highly skilled phone and email support to Dell customers ensuring proper and consistent documentation in service.
- Gather and analyse hardware and software reported issues and critical data points to effectively prioritize while working to diagnose and assist in driving issues to resolution.
- Effectively communicate procedural and technical issues to Dell customers
- Assisting customers in configuring products for optimal functionality
- Troubleshooting hardware related issues
- Troubleshooting 3rd party application integration
- Performance troubleshooting
- Follow technical troubleshooting tools and diagnostic procedures to resolve all issues with root cause analysis in unique and often complex situations.
- Focused areas of troubleshooting include features such as Networking, Operating systems, backup and recovery and other various hardware and software issues
- Follow and review knowledge base / technical solution articles and create appropriate action plans for accuracy to resolve issues.
- Time management and workload prioritization keeping in mind customer expectations and negotiation.
- Train and coach junior technicians, updating and assisting colleagues.
- Worked in high volume quality assured support
- Apply appropriate technical expertise to resolve escalated customer issues
- Work directly with other cross-function teams to resolve problems

Services Team Member for SAP NetWeaver Services and Quality Management Team

SAP SE, Walldorf, Baden-Württemberg, Germany

Aug 2008 - Jan 2009

J2EE Context Driven Development Process (Java Kernel Context) areas-Java Server, Security, SL (protocol) and SPM (Service parts management), CE (Composition Environment) and BCO (SAP system).

Install / update / upgrade NetWeaver 7.20 EhP2 internal system.

Acquired specialized skills in SAP NetWeaver and SAP testing infrastructure:

- To find issues and showstoppers as early as possible (immediately notify the development area responsible for the failing component and drive correction)
- Daily Last Known Good- SAP NetWeaver Validation and Testing
- Deploy build results into latest Last Known Good
- Daily transport of change lists to rebuild projects at centrally nightly JAPRO build
- Run relevant set of smoke tests on updated Last Known Good- SAP NetWeaver
- Run weekly Pull criteria Tests/Week Stone testing which includes CE installation, running ATS and relevant smoke tests and BCO input qualification (validation) executed in order to find issues early.
- Define daily Last Known Good configuration requirements
- Authorized to revert change lists
- Resolve PERFORCE conflicts
- Release Last Known Good -SAP NetWeaver (DVDs VMware) and provide daily updated test system environment to development
- Release weekly Week Stone to development
- Integrate changes from other contexts as soon as possible in order to find integration issues early
- Execute all tasks in order to apply necessary corrections (transport, build, deploy)
- Give guidance to development to enable them to ensure required quality already during development
- Working directly with virtual team and other cross-function teams

Specific task owner for:

- Installation of HP UFT/QTP and SNAP (SAP NetWeaver Automation Platform) Client, configuration and testing of SNAP, an automated tool that allows easy execution of QTP tests
- Installing and checking the performance of Java SE 6 (JDK 6) before NetWeaver 7.2 was migrated from J2SE 5.0 (JDK 1.5) to Java SE 6 (JDK 6)

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- Present