

MAAZAHMED SHAIKH

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SUMMARY

Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

EXPERIENCE

- 07/2023 - Current **Business Technology Analyst, Sarjen Systems Pvt. Ltd., Ahmedabad**
- Provided business requirements analysis and technical specifications for data warehouse projects.
 - Researched, evaluated and recommended software solutions to meet client needs.
 - Developed user interface designs and prototypes to demonstrate system functionality.
 - Conducted gap analysis between existing systems and proposed solutions.
 - Created system process diagrams to illustrate relationships between various components of a technology solution.
 - Collaborated with key stakeholders to ensure that all requirements were met in a timely manner.
 - Analyzed customer feedback to identify areas for improvement within existing processes or technologies.
 - Developed test plans and scenarios to validate system performance prior to deployment.
 - Generated detailed reports on project progress, findings and recommendations for management review.
 - Documented current systems architecture, policies, procedures and standards related to IT operations.
 - Monitored application performance metrics across multiple environments including staging, QA and production.
 - Provided technical support during the implementation phase of projects by troubleshooting issues as they arise.
 - Coordinated activities between cross-functional teams including developers, testers and database administrators.
- 01/2020 - 07/2020 **Associate Customer Service Representative, TechMahindra, Ahmedabad, India**
- Provided primary customer support to internal and external customers
 - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
 - Offered advice and assistance to customers, paying attention to special needs or wants
 - Answered product and service questions, suggesting other offerings to attract potential customers.
 - Provided customer service support to customers with inquiries, complaints, and technical issues.
 - Answered inbound calls and emails from customers regarding product information and order status.
- 11/2017 - 01/2018 **Trainee Engineer, ONGC, Ahmedabad, India**
- Interpreted blueprints and technical drawings to analyze upcoming projects
 - Traveled to job sites with senior personnel to aid in inspections and ongoing project observations
 - Studied manufacturing processes to improve overall knowledge
 - Aided in analyzing, designing and implementing solutions based on provided customer parameters and needs.

EDUCATION AND TRAINING

- 12/2023 **Masters of Business Administration, Business Analytics**
TechMahindraParul University, Vadodara, Gujarat, India
- 03/2021 **Bachelor Of Engineering (Mechanical Engineering)**
SAL Institute of Engineering and Engineering Research, Ahmedabad

- 12th (ISC Board)**
Eklavya School, Ahmedabad

SKILLS

- | | | |
|--------------------|-----------------------------------|--------------------------------------|
| • SQL | • Project Management | • Cross-Functional Team Partnerships |
| • Microsoft Office | • Systems Implementation | • Report Generation |
| • Power BI | • Multidisciplinary Collaboration | • Wireframing and Prototype Design |

LANGUAGES

- English
- Hindi
- Gujarati

HOBBIES AND INTERESTS

- Football
- Tabla
- Calligraphy
- Bike Riding

LANGUAGES

Hindi: First Language

English:

Advanced (C1)

C1

Gujarati:

Intermediate (B1)

B1