



**Asifa Ahmed**

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An astute professional with 10+ Years of experience in Project Management(PMP)Scrum Master,Agile,Jira and Technical Trainings. Excellent communicator with honed analytical and problem solving skills with a "can do "attitude

Current Designation: <b>Manager</b>	Total Experience: 10 Year(s) 0 Month(s)
Current Company: Tecnics Integration Technologies	Notice Period: 15 Days or less
Current Location: Delhi	Highest Degree: MS/MSc(Science) [INFORMATION TECHNOLOGY]
Pref. Location: Delhi / NCR,Gurgaon,Noida	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Project Mgr-IT/Software	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Support Manager,Project Manager-IT/Software Development,Application Programming,Application Maintenance,Project Management,Training Management,Training Coordination,Corporate Training,Training,Learning	

Verified : Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 21-Jan-21

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## Summary

An astute professional with 10+ Years of experience in Project Management and Technical Trainings. Excellent communicator with honed analytical and problem solving skills with a "can do "attitude and qualified to respond effectively to multiple priorities and delegate effectively in order to deliver results and meet deadlines. Enthusiastic and a dynamic person, passionate about technology, people and places. Self-motivated individual with a pleasant and winning attitude.

## Work Experience

**Tecnics Integration Technologies** as Manager  
May 2017 to Till Date

Held various positions at Tecnics' Integration Technologies-Aleading IT Firm in Software Development

Accountabilities:

- Leading a 75-member team for the current project.
- Manage the help desk team and evaluate performance
- Documenting Change Request and Release Note.
- Ensure customer service is timely and accurate on a daily basis
- Develop daily, weekly and monthly reports on help desk team's productivity
- Provide customer feedback to the appropriate internal teams, like process developers
- Maintaining SLA and Uptime as per contract for end customer focus on customer satisfaction.
- Preparation of reports and trackers for O&M support.

Roles and Responsibilities

- Recruit, train and support help desk representatives
- Contribute to improving customer support by actively responding to queries and handling complaints
- Follow up with customers to identify areas of improvement
- Ability to develop and manage good relations with internal and external stakeholders.
- End User Training (Training Senior Managers, Managers, Executives)

**NIIT Limited** as Technical Team Lead  
Nov 2007 to Oct 2015

Nov 2007 to Jun' 2010: Training Specialist NIIT  
Jul' 2013 to Oct' 2015: Technical Team Lead NIIT

Roles and Responsibilities:

- Monitoring and reviewing the progress of trainees through questionnaires and discussions.
- Assisted trainees to successfully complete live projects so that they can get the understanding of real time work environment after completing the training courses.
- Conducted Mock interviews to assist and mentor trainees in facing interviews.
- Keeping up to date with developments in training by reading relevant journals, going to meetings and attending relevant courses and undertaking an ongoing commitment to self-development and continued learning.



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

courses and worked on my commitment to self-development and continued learning.  
Ability to develop and manage good relations with internal and external stakeholders  
Trained, Mentored and groomed the students in .Net technology at the training center.  
Managed trainee batched of around 25-30 Members per session.  
Schedule regional workshops and other trainings to ensure that all associates from regional branches receive required training.  
Conduct regular inventory of training supplies and printed materials to ensure an adequate supply for trainees.  
Track and report on compliance with required training for all Associates.  
Control training expenses and manage expenditures to meet the training needs while remaining within budget guidelines.  
Flexibility to attend infrequent weekends, evening hours for meetings, professional development or extracurricular activities.  
Suggested appropriate training courses and provided educational counselling to students.  
Amending and revising training modules/ material as necessary, in order to adapt to changes occurring in the technologies and work environment.  
Working in a team to produce various program modules that are satisfactory to all relevant parties in the organization.  
Promoted various certifications provided by the training company to existing and new trainees.

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Education

UG: **graduation (Not Specified)** from **Daulat Ram College Delhi University** in **2010**  
PG: **MS/M.Sc(Science) (INFORMATION TECHNOLOGY)** from **Kuvempu University, Karnataka** in **2012**

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IT Skills

Skill Name	Version	Last Used	Experience
DOT NET			
C#, ASP.NET			
CORE JAVA			
C++			
IBMBPM			
Windows 7, 10, 13, Unix/Linux			
SQL SERVER 2012			

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert			
Hindi	Expert			

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Projects

Project Title: **IBMBPMPaperless Project(Disha)**  
Client: **ONGC Energy Centre**  
Nature of Employment: **Full Time**  
Project Location: **Delhi**  
Role: **Other**  
Skill Used: **Excel, Powerpoint, MS Office Word, Internet, Outlook Express**  
Role Description: **Manager helpdesk**  
Project Details: **Disha portal**  
Duration: **May 2017 - Till Date**  
Onsite / Offsite: **Onsite**  
Team Size: **30**

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Affirmative Action

Category: **General**  
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**  
Employment Status: **Full time**

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