

MUHAMMAD HARIS • H.No 11/1, Area 2-A, Landhi Town • 75160 Karachi

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Curriculum Vitae

Personal Data

Date of Birth	19.09.1989
Place of Birth	Karachi
Marital Status	Married
Nationality	Pakistani



Job Experiences

- 04/2021-Present Working as **Quality Assurance Executive** at IBEX GLOBAL, Karachi, Pakistan
Department: Foodpanda Asia Pacific Campaign
Duties: Evaluate the chats and emails of support team, Data Visualization using Tableau, , provide sessions to support team to enhance the quality performance, reporting of daily/weekly quality reports to management , Weekly huddles and calibration sessions with Client (in Malaysia)
- 04/2020-04/2021 Worked as **Customer Support Executive** at IBEX GLOBAL, Karachi, Pakistan
Department: Foodpanda Asia Pacific Campaign
Duties: Chat and Email support to the customers as per defined Foodpanda SOPs
- 10/2014-07/2015 Worked as **Technical (Customer Support) Engineer** at Advanced Communication in Islamabad, Pakistan
Department : Technical Support
Duties : Troubleshoot the company's Software (Hosting Controller) queries on the clients servers (web/Exchange/Sharepoint/Lync), Provide online demo of company's software to new clients and assist them in installation of Hosting Controller to their servers using TeamViewer.

University Education

- 10/2015-10/2018 Masters of Science (M.Sc) in "**Communication & Media Engineering**" from Offenburg University of Applied Sciences, Germany
Grade : 1.8 (Good in German Standard)
Master's Thesis: Investigation of DTLS Handshake Characteristics Over Noisy and Low Bandwidth Communication Channels

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01/2010-12/2013 Bachelor of Engineering (B.E) in “**Telecommunication Engineering**” from Mehran University of Engineering & Technology, Jamshoro, Pakistan
CGPA : 3.76/4.00 (Excellent)
Bachelors Thesis : Energy Efficient Spectrum Sensing in Cognitive Radio Networks

Internships

08/2017-12/2017 **Working Student at** Deutsches Zentrum fur Luft und Raumfahrt (DLR), Wessling, Germany
Department : Institute of Communication & Navigation
Project : Simulation of Optical Communication System with Intensity Modulation and Direct Detection

03/2017-06/2017 **Masters Internship**
Employer : Hochschule Offenburg, Germany
Laboratory : Digital Signal Processing Lab
Project : Channel Sounding of Real Time OFDM based Audio Signals

Skills

IT Proficiency	Hands on Reporting Experience using Google Sheets (Excel, Word, Google Slides (Power Point)), MS-Office, Database (Oracle), Tableau
Language	Urdu (Native), English (Fluent), German (Good)
Personal	Team Oriented, Responsible, Creative
Professional	Effective Communication, Problem-Solving, Presentation

Scholarship Awarded Stipendien-und Betreuungsprogramms (STIBET) Scholarship from Deutscher Akademischer Austauschdienst (DAAD) on best academic grades in October 2016

Research Publications

A.Walz, M.Haris, A.Sikora, “Investigating and optimizing DTLS handshake characteristics over noisy and low bandwidth communication channels”, The 4th IEEE International Symposium on Wireless Systems, 20-21 September, 2018, Lviv, Ukraine

N.Bohra, S.Shah, M.Haris, S.Rajput, P.Khalid, “A Modified Energy Detection Based Spectrum Sensing Algorithm for Green Cognitive Radio Communication”, In Trans. Mehran University Research journal of Engg. &Tech.(HEC approved X category Jr.) vol 34, No. 4, pp 425 – 433, Oct 2014

References Available upon request