Usama Adil

usama_adil@hotmail.com ✉

+4915219390602 📱

Munich, Germany 📍

linkedin.com/in/adilusama in

INDUSTRY EXPERIENCE

Associate, DMS Technical Support
S&P Global Market Intelligence

02/2020 - 01/2021   *Islamabad*

Achievements/Tasks

- Awarded with a Global Commercial Excellence Award Q2 2020: Rising Star of the Quarter.
- Completed an Automation project (end-to-ed) by automating a manual task with Python to collect data, clean data using Pandas, insert in database and generate alerts for the team. The project saved around 500 billable hours annually.
- Responsible for the seamless service of products under the Enterprise domain to the clients worldwide. Played a hybrid role over the weekends to cover for 3 separate teams by taking client queries on Salesforce.
- Maintained the client communications for the Ongoing Issues, Scheduled Maintenances, Product Enhancements, etc. via Adobe Marketo.
- Monitored file delivery mechanisms over secure FTP to ensure the file availability to the clients with respect to client SLAs. Responsible for timely escalations to stakeholder along with troubleshooting and client communications.

Officer, IT - Business Support Solutions
CMPAK Pvt Ltd (Zong)

05/2019 - 02/2020   *HQ, Islamabad*

Job Description/Tasks

- Provided 24/7 support on 5 major streams to deliver smooth flow of services to our prestige customers.
- CRM: Customer and product information system.
- Channel Management System: For ensuring availability of Channel system for Handling Sales and Distribution at System level.
- Interface Module: Activation of services (Promotions) on the GSM network, providing 3rd Party connectivity to The BOSS system.
- Accounts System: For handling of the postpaid ZONG customers / PRI(Corporate) clients charging.
- OCS: All subscriber activity on charging and billing.

EDUCATION

Master of Science (Computer Science)
Technische Universität Clausthal

10/2020 - 10/2022   *Clausthal, Germany*

Bachelor of Science (Computer Science)
NUCES - FAST

09/2013 - 12/2018   *Islamabad, Pakistan*

SKILLS/TOOLS

Python SQL PL - SQL C++ Linux

Microsoft SQL Server Salesforce Ms Office

Adobe Marketo Tableau Analytical

PROJECTS

Survive Z - FYP (C#, Unity, Visual Studio)
- Developed a first person shooter survival type game, with multiplayer implementation and artificially intelligent enemies.
- The enemies attack in the form of waves and the difficulty level of each wave is determined by the player's performance.
- Used A* pathfinding algorithm to determine the position of player.

Optimising Legacy Products Monitoring Time (Python, MS SQL Server)
- Automated a complete manual workflow at S&P Global.
- Scheduled python scripts which performs all the steps removing any manual intervention saving approx 500 billable hours annually.
- Automated alert triggering mechanism which would trigger alerts to the team over the email.

ACHEIVEMENTS/CERTIFICATIONS

Google Data Analytics Professional Certificate
Coursera - Currently Enrolled (In Progress)

Global Commercial Essential Excellence Awards - Rising Star of the Quarter - Q2 2020
Earned from S&P Global Market Intelligence for excellent commitment and pursuit of excellent performance in the second quarter of 2020.

Data Science Made Easy (DSME) (07/2020 - 09/2020)
Conducted by Data Science SIG at S&P Global Market Intelligence

Intro to Data Visualization with Python by YK Sugi
Completed on Pluralsight

Interactivity in Data Visualizations by Tiffany France
Completed on Pluralsight

Agile Mindset: Think, Breathe, Be Agile
Completed the course offered at S&P Global Market Intelligence

Project Management Essentials Certified
Earned from Management and Strategy Institute

Lean Six Sigma White Belt Certified
Earned from Management and Strategy Institute

SQL (Intermediate Level)
Earned under a Certification program at S&P Global Market Intelligence

LANGUAGES

English
Full Professional Proficiency

Urdu
Native or Bilingual Proficiency