

# Zubair Ahmed

## Software Engineer

Portfolio: [click me](#)

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## Career Profile

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Motivated software engineer with experience as an IT support engineer. Skilled in Power BI, web development (HTML, CSS, JavaScript, Python), and certified in Microsoft Dynamics CRM. Adept at troubleshooting technical issues and providing innovative IT solutions, seeking a challenging position in the IT industry to apply expertise and contribute to growth.

## Core Competencies

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- Microsoft Dynamics CRM, Power BI
- Front-End (HTML, CSS, JavaScript), Back-End (Python)
- Database Management (SQL), Troubleshooting
- Leadership and Communication Skills
- Effective Time Management

## Professional Experience

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### IT Support Officer, IntouchCX

Oct 2023 – Sep 2024

- Created and maintained detailed technical documentation for network hardware and software, enabling quick resolution of IT issues.
- Installed and configured new software applications, resulting in increased productivity and user satisfaction.
- Diagnosed and resolved technical issues reported by US customers, showcasing strong problem-solving skills and a deep understanding of product functionalities.

### IT Support Associate, Asian Manpower Services

Aug 2022 – Sep 2023

- Troubleshoot technical issues related to hardware, software, and network connectivity, ensuring prompt resolution for end-users.
- Monitored and maintained IT systems, performing regular updates, backups, and security audits to safeguard organizational data.
- Conducted employee orientation programs and organized training sessions for skill enhancement.
- Documented IT processes, support tickets, and user manuals, facilitating effective communication and knowledge sharing within the team.

## Education

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### B.Tech in Computer Science Engineering

Lords Institute of Engineering and Technology

Aug 2018 – Jul 2022

Relevant Coursework: Programming, Data Structures, Java, Cloud Computing, Data Analytics

### Intermediate in MPC (Maths, Physics, Chemistry)

Narayan Junior College

Jul 2016 – Apr 2018

## Projects

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### Recruitment Management System

Aug 2024 – Present

- Developed a recruitment management system using Microsoft Dynamics CRM.
- Automated hiring processes with job posting management and interview scheduling.

### Book Bloom

Mar 2022 – Aug 2022

- Developed a centralized database to manage book details (title, price, status, and availability), enhancing the efficiency of library operations.
- Streamlined the borrowing process by implementing user-friendly functionalities, replacing traditional manual record-keeping methods.

### Ultimate J.A.R.V.I.S AI Using Python Programming

Mar 2024 – May 2024

- Created a virtual AI assistant inspired by Marvel's J.A.R.V.I.S using Python and Arduino for home automation.
- Integrated features like email sending, Google and Wikipedia search, and task reminders.
- Developed functionalities for weather updates, real-time news updates, and WhatsApp messaging.

## Training and Certifications

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### Microsoft Dynamics CRM with Power Apps

Aug 2024 – Oct 2024

### Python Programming

Sep 2024 – Present

### ChatGPT & Generative AI: The Ultimate AI Course

Jun – Jul 2024

### Microsoft Power BI

Sep – Oct 2024

### SQL

Mar – May 2024

## Interest of Knowledge

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- Artificial Intelligence & Machine Learning
- Full-Stack Development
- Cloud Computing

## References

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