

Ayesha Fatima

E-mail: ayeshatestemail@gmail.com

LinkedIn: www.linkedin.com/in/ayesha-fatima-e-i-t

SYNOPSIS

Engineering post graduate with Electronics and telecommunication knowledge skilled in tackling problems in unique ways to develop innovative solutions. Over 3+ years of work experience in Logistics and Customer service oriented roles with superior problem-solving and critical thinking skills, as well as meticulous attention to detail and methodical nature. Seeking an opportunity to work in pragmatic way in an organization where I can show my talent and enhance my skills to meet company goals and objective with full integrity and zest.

HIGHLIGHTS

- Sincerity towards assigned work.
- Ability to make decisions and solve problems.
- Good analytical and planning skills.
- Ability to work in a team.
- A quick learner who enjoys keeping current with new developments.
- Exceptional customer service.
- Strong administrative talent.

ACADEMIC QUALIFICATION

- Masters of Engineering (Specialisation in Electronics)
Start date: August ,2016 -**End date:** June, 2018
University Macquarie University, Sydney, Australia
- Bachelor of Technological Engineering (Electronics and Instrumentation)
University Jawaharlal Nehru Technological University-Hyderabad, India
Start date: August 2011 –**End date:** June, 2015

TECHNICAL PROFICIENCY

- Microsoft Power point, Excel and Word, Outlook, Zoho, Jade, C, HTML, VHDL, MATLAB, Arduino, HSPICE, Spectre, Lab VIEW, CST Studio, Multisim, AWR.

ACCOMPLISHMENTS

- Awarded Vice-chancellor Scholarship for Post-graduation study (2016) in Macquarie University, Sydney, Australia.
- Awarded Gold Medal for Outstanding Academic performance in Bachelors of Technology Engineering for year 2011-2015 in Jawaharlal Nehru Technological University, Hyderabad, India.
- Certified to operate Small Remotely Piloted Aircraft System, by Transport Canada

PROFESSIONAL EXPERIENCE

Employer 1: Pegasus Imagery Ltd, Edmonton, Canada

Period: November 2019 –June 15, 2020

Designation: Electrical /RF Engineer

Roles & Responsibilities

- Enhanced the performance of existing wireless network.
- Analyzed RF equipment and classified areas for optimization by performing Link Budget calculations.
- Integrated antennas into mobile ground control station (MGCS) and telescopic mast.
- Performed electrical power calculations for all electrical components of Unmanned Aircraft System.
- Ensured the Radio specification standards specified by Industry Canada are met.
- Coordinated with teammates to organize project logistics such as project timeline, budget allocation and compliance with regulations.
- Wired and soldered all the electronic components of Unmanned Aircraft System.
- Developed a plan for remodeling existing Ground Control Station
- Collaborated with various manufacturing partners to ensure the required specifications are met.
- Performed complex assembly and testing of radios and other electronics systems at the sub-assembly and whole system level, both in accordance with documented assembly and testing procedures.

Employer 2: Liberty Security, Edmonton, Canada

Period: August 2019 – November 2019

Designation: Customer Service Representative

Roles & Responsibilities:

- Provided exceptional customer experiences, overcoming objections, and handling both favourable and unfavourable customer interactions.
- Recommending and up-selling security and automation services with solution based selling over the phone and online chat support.
- Identify and resolve various technical issues by identifying known causes by using the process of elimination.
- Effectively evaluate the need for a service technician to physically resolve the problem and create, schedule and close service jobs.
- Guided the customer through web tool and educated them on self-serve options.
- Assisted customers with billing inquiries relating to their invoices, services, pay cycles, payment types, researching disputes, resolving issues and accounts receivables.
- Prepare proposals, presentations, quotations, contracts, and supporting documentation by utilizing effective negotiation ability.

Employer 3: British Petroleum, Sydney, Australia

Period: August 2017 – June 2019

Designation: Customer Service Representative

Roles & Responsibilities:

- Provide top-tier customer service, and support for fuel dispensing operations.
- Interface with vehicle owners to ensure safe and efficient fuel dispensing operations free of any potential ignition sources.
- Process customer transactions and paperwork while identifying any potential discrepancies for site manager.
- Receive stock and ensure that all items are displayed on the shelves.
- Label items with proper prices and make sure that any modifications in prices are readily handled.
- Practice suggestive skills by soliciting customers to buy additional items.

PROJECT AND INTERNSHIP DETAILS

Projects during Postgraduate:

- Simulation modelling of optical components for co-design of electronics and photonics (2017-18).
- Smart pedestrian counting system for Macquarie University, Australia (2018).

- Design of Solar Power Charging Station for EV, Macquarie University, Australia (2017).
- Design and Operation for Self-Monitoring of Wireless Mine Pump, Macquarie University, Australia (2016).

Projects during Undergraduate:

- Wireless Sensor Network Protocol Developed For Microcontroller Based Wireless Sensor Unit and Data Processing With Visualization By Lab VIEW, at Research Centre Imarat, India (2014-2015).
- Lab VIEW Based Two Axis Antenna Controller Software, at Research Centre Imarat, India (2014).

Responsibilities during the project:

- Analysed, Created, Monitored and successfully delivered the project report.
- Trained and consulted various faculties and scientists of various departments.
- Adapted to the working environment and culture.
- Overcome various challenges and provided solutions in real time scenario.

REFERENCES

Available Upon Request.