Objective Obtain a position which best maximizes my experiences, education, and skillset

Summary of Qualifications Over the past two years, I have been working in a professional IT environment with a wide variety of technologies, primary among them being MS SQL Server, which was used to generate reports and troubleshoot data and integrations issues, as well as building and expanding schemas to incorporate new products or features. I also created an internal application that checks the meta-data of over 200 file integrations and validates each step of the integration and reports on the findings on jQuery and PHP powered web-application. The application also alerts if an integration failed at any level along with sending regular status reports to users.

Education University of Denver

## Daniels College of Business Denver, Colorado August 2009-September2013

1. Bachelor of Science in Business Administration
   * Major: Information Technology and E-Commerce | Minor: Finance
   * Outstanding Fourth Year Student

* Extra-Curricular Activities
  + International Professional Business Fraternity Delta Sigma Pi *(2009-2013)*
    - President (*2012-2013*)
    - Senior Vice President *(2010)*
  + Excelling Leaders Institute *(2009 - 2013)*
  + Orientation Leader (*2012*)
  + Muslim Student Organization
    - President (*2010*)

# Professional Experience Senior Production Support Analyst

## Cachematrix, LLC Sugar Land, Texas 06/2014 - Present

* Act as an escalation point for four level one analysts in communications around sensitive customer interactions, as well as incident management and further escalations to other organizational divisions.
* On point for at least five technical and non-technical projects and initiatives, including any and all data audits for these projects.
* Managed and developed an email based ticketing system that creates, appends and updates tickets based entirely on emails sent and received. System can also report on emails and groups of emails as well as send notifications of new, expiring or overdue tickets. Created a method to have dynamic SLA’s apply to each ticket depending on the content of the ticket and the client associated to the ticket.

# Production Support Analyst

## Cachematrix, LLC Denver, Colorado 05/2012 – 06/2014

* Support web based applications and products in production and test based environments. Note any and all interruptions or bugs in operation and perform problem solving experience to determine problem and ensure continued use by clients.
* Develop data extractions or develop reports from requests or requirements stated by clients, and to investigate data and application based issues.
* Track and monitor all tickets created by clients or from internal departments and report uptime and progress to development and project management teams.

# Digital life & COmputers & Tablets specialist

## Best Buy Aurora, Colorado 08/2011 – 05/2012

* Relationship selling products, services and solution to customers by asking lifestyle questions to thoroughly understand the customer’s needs and providing a solution that best fits those needs
* Used all relevant sales tools to drive profitable growth and used on-line resources, tools and peers to self-train in computers, tablets, mobile electronics, and digital technologies.

# Senior Instructor

## Children’s Technology Workshop Denver, Colorado 02/2010 – 08/2011

* Managed classes at locations throughout the Denver Metropolitan Area, in which at least fifteen students were encouraged to pick a theme-based adventure and then explore a variety of technologies within that adventure, such as GameMaker, LEGO NXT, Pivot, and StopMotion.
* Dealt with the administration of various schools and recreational centers where the classes were held and handled the complaints, concerns and comments of all parents, students, and administrative staff. Marketed the company in a manner that has helped sustain and grow the program despite a recession and aided in transforming the program to become a model in North America.