Fahad Iqbal

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Personal and Education

University of Denver, Denver, CO, USA Fall 2009 - Spring 2013

Bachelor of Science in Business Administration • Major: Information Technology & Ecommerce

Work Experience

Production Support Analyst II • Cachematrix LLC June 2014 - Current

* Act as escalation point for level one analysts in communications around sensitive customer interactions, incident management, as well as issues needing relegation to other organizational divisions
* On point for technical and non-technical projects and initiatives; create and maintain data audits, ticket SLA’s, and client and internal reports
* Manage and develop an email based ticketing system that creates, appends, and updates tickets using SMTP, Exchange and PHP on the backend, and PHP OOP and jQuery on the frontend

Co-founder • Sophworks LLC May 2014 - Current

* Design and develop websites and web-applications for mobile and desktops
* Manage projects from beginning to end, including client communications
* Maintain development and production environments

Production Support Analyst I • Cachematrix LLC May 2012 - June 2014

* Support .NET/IIS based web-applications in production and test environments
* Develop data extractions and reports from requests and requirements by clients and investigate data and application issues

Digital Life and Computers Specialist • Best Buy August 2011 - May 2012

* Relationship based sales of products, services and solutions

Computer and Technical Skills

Operating Systems

* Windows XP, 7, 8, 8.1; Mac OS X 10.5 - 10.8; Ubuntu, Arch Linux, Linux Mint

Programming Languages

* PHP; HTML; Python; PowerShell

Other Computing Knowledge

* Command line proficiency

Projects

uFundz Social Network • University of Denver • Technology Capstone 2013

* Applied knowledge of database development, application developmet, project management, and server maintenance.

Activities and Awards

* Study of Spanish since 2006, Fluent in Urdu and Hindi
* Received award for University of Denver Outstanding Fourth Year Student (2013)
* President of the International Professional Business Fraternity of Delta Sigma Pi (2012-2013) and Senior Vice President (2010)