

# Noor Fatima

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## ● ABOUT ME

I have a proven track record of providing assistance and mentoring users with patience and understanding, demonstrating the ability to contribute effectively as a key team member. I possess a diverse skill set including proficiency in various programming languages, familiarity with various operating systems, and a keen ability to troubleshoot, along with excellent communication and teamwork skills.

## ● EDUCATION AND TRAINING

2022 Dubai, United Arab Emirates

### BACHELOR OF SCIENCE WITH HONORS IN INFORMATION TECHNOLOGY MIDDLESEX UNIVERSITY - DUBAI

- Achieved a First Class [Distinction] in my BSc Honours Degree, major in AI, BI(Analytics), and Strategic Information Systems.
- My capstone project involved:
  - Developed cross-platform blood donation app (Reactnative/firebase).
  - Predicted heart disease using Tableau and J48 algorithm.
  - Analyzed business processes, including Customer Loyalty Programs.

2019 Doha, Qatar

### 3 YEAR DIPLOMA - INFORMATION SYSTEM WEB DEVELOPER COLLEGE OF NORTH ATLANTIC - QATAR (CNA-Q)

Capstone Project: Developed Administrative and Kiosk Help Desk Applications

- Built applications for Qatar University with Apex Version 5.1 and Oracle Database 11.

## ● WORK EXPERIENCE

### SOFTWARE BUSINESS ANALYST ASSOCIATE – APPLAB | PROJECT DELIVERY DEPARTMENT – 03/12/2024 – 28/10/2025 – DOHA, QATAR

- Conducted thorough testing of web and mobile applications, ensuring functionality, usability, and performance standards were met.
- Wrote comprehensive technical documents (BRD/SRS) and supervised developers throughout the end-to-end development process.
- Collaborated closely with UI/UX leads and designers to get the prototypes for both web pages and mobile applications. Created storyboards and wireframes, and utilized Figma to create and refine logos/icons in alignment with company branding guidelines.
- Analyzed, designed, and tested the GCO Forum and NPC Forum mobile apps, and supported attendees at government events with app downloads, registration for the events through App, and using features such as submitting questions to ministers.
- Worked within an Agile/Scrum environment to manage and deliver project tasks efficiently.
- Applied Agile principles in testing cycles, ensuring timely execution of test cases and defect reporting.
- Collaborate with cross-functional teams to gather and analyze business requirements.
- Assist in identifying and documenting business processes and recommending improvements on web and mobile portals.
- Conducted meetings with clients and developers, and also coordinated with Microsoft team to resolve issues like SSL certificate renewal and WAF problems.
- Used Microsoft Azure services, including Azure Bastion and VMs, for development and staging environments.
- Coordinated with the client ICT teams to provision project-specific virtual machines and cloud resources.
- Ensured all stakeholders had proper access to the jump server, DevOps tools, and APIM.
- Support the development and implementation of software solutions to meet business needs.
- Business analysis for AI Chatbot implementation on Web portal using Azure Microservices.
- Assisted developers in creating SQL queries to retrieve required data by the client, and independently wrote queries when needed.

- Create detailed reports and dashboards
- Assist in identifying and documenting business processes and recommending improvements of web and mobile portals.
- Support the development and implementation of software solutions to meet business needs.
- Participate in meetings with Backend, frontend, UI developers to manage the business requirement development process.
- Business analysis for AI Chatbot implementation on web portal using Azure Microservices.

**CONTROL ROOM OPERATOR/PROGRAMMER – TRILOGISTICS / HAMAD MEDICAL CORPORATION (HMC) | ELECTRONIC ENGINEERING DEPARTMENT** – 09/2022 – 12/2023 – DOHA, QATAR

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- Programming on Access Control System (Gallagher Command Center).
- Commissioning site projects.
- Contributing to report formation.
- Onsite installation assistance, including hardware such as access control readers.
- Investigating and resolving access-related system issues.
- Conducting dry run tests.
- Ensuring the completion of planned preventive maintenance.
- Managing work orders using ASSETPLUS.
- Task assignment.
- Providing technical support.

**RESEARCH ASSOCIATE - FULL TIME – DISS** – 01/2020 – 09/2020 – DOHA, QATAR

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**Also Worked Part-Time from Feb 2021 - Jul 2021**

- Conducted extensive research and gathered pertinent information to support various projects.
- Played a key role in establishing partnerships with renowned business schools.
- Operated under the guidance of the General Manager.
- Devised strategies for the enhancement of the website's online business, collaborating closely with developers for seamless website development.
- Conducted black box testing to ensure optimal website operations.
- Managed website content and curated materials for the external marketing team.
- Served as an admission consultant for the launch of Mexeen, a new business venture.
- Crafted compelling mailers for marketing campaigns and efficiently managed a large client database.
- Developed and implemented surveys to garner insights for product development and assess product scope.

**DATABASE ADMINISTRATION TRAINEE – HMC TRAINING PROGRAM DATABASE ADMINISTRATION** – 15/02/2020 – 15/03/2020 – DOHA, QATAR

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- Learned and Practiced Oracle 12c forming database system.

**MARKETING RESEARCHER INTERN – DISS** – 11/2019 – 01/2020 – DOHA, QATAR

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- Researched and gathered information regarding potential partners and competitors' products and services.
- Got Hired as a full-time associate Researcher for a new venture of the company.

**STUDENT ASSISTANT AT CORPORATE DEPARTMENT – COLLEGE OF NORTH ATLANTIC (CNA-Q)** – 09/2017 – 05/2019 – DOHA, QATAR

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- Consolidated Feedback
- Document control as required
- Printing and binding manually
- Created and edited comprehensive client database by liaising with the business development specialist and consolidating all their contact.
- Organized materials for CPD events.

- Support the maintenance and updating of VCU Arts Qatar public website.
- Publish approved content on VCU Arts Qatar Intranet.
- Work Closely with VCU Arts Qatar Staff and Faculty to develop content for the VCUarts Qatar public website, electronic newsletters, and social media platforms.
- Publish and distribute electronic networks.
- Limited copywriting and editing of website and newsletter content.
- Carry out technology asset inventory within VCU Arts Qatar building.
- Built inventory management app using C#, .Net, mysql, express

### PEER TUTORING – COLLEGE OF NORTH ATLANTIC - QATAR (CNA-Q) – 05/2017 – 12/2018

Tutored fellow students for the courses:

**Math 1900-Problem solving for Information Technology** and **Ep 1141- Business Operations in Information Systems.**

### ● LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C2	C2	C2	C1
<b>ARABIC</b>	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

### ● CERTIFICATION COMPLETION CERTIFICATES / ONLINE COURSES:

**ITIL® Foundation in IT Service Management | Awarded by PEOPLECERT | Scored 90%**

**Full Stack Application Development Capstone Project | IBM**

**Generative AI: Introduction and Applications | IBM | Scored 100%**

**Python for Data Science, AI & Development | IBM | Scored 97.5%**

**Technical Support | GOOGLE | Scored 98.68%**

**Python Project for Data Science | IBM | Scored 100%**

**SQL for Data Science | University of California, Davis | Scored 99.66%**

**Build Random Forests in R with Azure ML Studio | Coursera Project Network**

Link <https://mycoursecert.netlify.app/>

### ● SKILLS

**Listed:**

- Worked with Programming languages: HTML, Java, Python, C# .NET, JavaScript, PHP and Apex
- Worked with db: Oracle, mysql and Firebase.
- Worked with app containerization-Kubernetes, Dockers
- Google-Technical Support fundamentals.
- Quick Learner
- Familiar with information System Development Methodologies- Agile, scrum and waterfall.

- Data Visualizing- Practice on Data Analysis apps like Tableau
- Have a good hold on Microsoft Office
- Practice in developing iOS and Android Mobile applications
- Troubleshooting
- Great communication and writing skills
- Confident to share my ideas and opinions
- Valid Qatar driving license
- Team Player

● **EXTRA-CURRICULARS:**

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**Listed:**

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- Attended Web Summit Qatar 2026 as a General Attendee.
- Cisco Girls Power Tech-Certificate Of Completion.
- Attended Web Summit 2024 as part of the Women in Tech in Women leadership community,
- Female IT Representative- IT Society Of CNA-Q (2018)
- Best Buddies Club- Helped arrange and conduct activities for differently abled children.
- CNA-Q Skills Competition 2018
- National Robotics Competition- In 2017, volunteered as a Judge.
- Charity Week 2018 – organized and lead activities.
- Leadership and Career Success with Mr. Q
- Souq Areej 2017
- Al Shaqab Global Champions Tour 2017
- Reach Out To Asia (ROTA)-2015
- Breast Cancer Campaign -2016
- BK SPORTS (2019)- crowd controlling and time taking for swimming competition.