

# Noor Afiffa

System Engineer – US Citizen – open for remote – open to relocate

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## PROFESSIONAL SUMMARY

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System engineer with 4 years of experience in designing, implementing, UI/UX designing, testing and deploying applications. Skilled in optimizing system performance, leading teams through technical challenges, and collaborating with global cross-functional teams. Recognized for upgrading 100+ SNOW email templates, automating processes, and ensuring client satisfaction. A self-learner with quick learning capability dedicated to organizational growth. Key achievements: received performance award in 2022 and client and partner success award in 2023. Skilled in developing software prototypes and full featured applications to demonstrate solutions, able to brief at all levels including executive level leadership on both technical and non-technical topics. Self- Starter who can identify, develop and showcase technical solutions to existing problems based on business cases and previous experience.

## RELEVANT WORK EXPERIENCE

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### IBM

2019 to 2023

#### System Engineer

- Optimized system performance, improving system response time and enhancing user experience.
- Led and guided teams through technical challenges, ensuring daily task delivery, and interacting with managers and clients for on-time project delivery.
- Self- Starter who can identify, develop and showcase technical solutions to existing problems based on business cases and previous experience..
- Gathered requirements for potential features and updates, collaborating with global cross-functional teams.
- Employed debugging tools and techniques to fix software issues, improving code quality.
- Developed and documented UI designs with the help of HTML and CSS.
- Proven skilled with web designed and building RESTFUL API's.
- Ability to troubleshoot/debug platform issues using the System Logs and/or debugging tools.
- Followed Agile Scrum practices and principles to work in an Agile project management environment.
- Experienced in both Front End and Back End Technologies.
- Migrating 60+ countries to AT&T Direct Cloud Provisioning and Automation of IBM Voice services offerings.
- Data synchronization issues between CUCDM and Upstream systems challenge imposed and resolved.
- Reviewed and approved code development, leading incremental code creation and unit testing.
- Re-engineered GVS App into IBM hybrid cloud with node.js Express, Object Storage, Log analysis, GitHub, SoapUI, HCL AppScan and also worked on building API's.
- Collaborating effectively with design teams, translate design mockups into code, and ensure pixel-perfect implementation of UI/UX designs.
- I leverage Adobe Photoshop for image editing and manipulation, Canva for quick and intuitive graphic design tasks, and Figma for collaborative prototyping and design system creation. My proficiency in these tools enables me to contribute to the visual and interactive aspects of web development projects, ensuring a seamless and engaging user experience.
- Received multiple appreciations from the team members, manager, team lead for putting efforts and contributing well in the project.

## PROFESSIONAL WORK PROJECT

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### 1. Global Voice Services (GVS) Portal -

- Developed the Global Voice Services (GVS) Portal, a centralized platform facilitating seamless communication for users within and outside the IBM network.
- Automate end to end business process in provisioning of Voice Services- Jabber & Conference/Desk Phones, ISD/STD Pass Code for IBM Employees.
- Active role in investigating UX design requirements to ensure the optimal user experience for web applications.
- Involved collaborating closely with UX designers, product managers, and other stakeholders to understand user needs, preferences, and pain points.
- Conducting research, including user interviews, usability testing, and competitor analysis, to gather insights and inform design decisions.
- Proficiency in conducting A/B testing to optimize user experiences and drive data-informed decision-making.
- Developed familiarity with creative design suites, including Adobe Photoshop, Canva, and Figma.  
Implemented a streamlined process for users to request Jabber numbers, seamlessly integrated with Service Now for approval. Upon completion, provided designated numbers along with corresponding email notifications.
- Servicenow for User Request logging, workflows and Communication, secured, high availability, scalable and faster delivery.
- Knowledge of SEO principles, ensuring that web applications are optimized for search engine visibility and organic traffic acquisition.
- Implement SEO best practices, such as optimizing metadata, using semantic HTML markup, and improving site speed and mobile responsiveness.
- Implemented country complex business process by embedding business rules.
- Leveraged cutting-edge technologies such as IBM hybrid Cloud using Angular, Node.js, Cloudant, DB2, CI/CD, Cirrus containers and Secrets ensuring a dynamic, user-friendly interface and robust scalable functionality.

### 2. ServiceNow Customization and Catalog Expansion -

- Spearheaded the expansion of the ServiceNow service catalog, broadening its scope to encompass a comprehensive range of IT services, thereby significantly enhancing user satisfaction.
- Collaborated closely with key business stakeholders to identify prevalent service requests and devised standardized workflows for seamless request fulfillment, ensuring optimal operational efficiency.
- Led the successful implementation of the ServiceNow Incident Management module, revolutionizing incident handling processes and elevating service quality to unprecedented levels.
- Provided extensive documentation, training, and ongoing support to end-users and administrators for newly developed custom applications, facilitating their smooth adoption and utilization across the organization.

### 3. Oracle E-Business Suite (EBS) R12.2 Implementation -

- Led the seamless end-to-end upgrade and implementation of Oracle EBS R12.2 across multiple business units within the organization, ensuring enhanced efficiency and productivity.
- Conducted a meticulous assessment of existing systems and business processes to identify opportunities for improvement and customization in alignment with Oracle EBS R12.2 capabilities, optimizing operational workflows and enhancing overall system performance.

- Collaborated closely with diverse teams including business analysts, developers, and stakeholders to clearly outline project scope, goals, and timelines, ensuring alignment with organizational objectives and priorities.
- Orchestrated comprehensive user acceptance testing (UAT) activities, actively soliciting feedback from end- users and swiftly addressing any issues or concerns to guarantee a seamless transition to the upgraded system.
- Directed the planning, configuration, testing, and deployment phases of the Oracle EBS R12.2 upgrade, meticulously adhering to industry best practices and protocols to minimize disruption to business operations and ensure a smooth implementation process.

## EDUCATION

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**Bachelor of Science:** Computer Science & Engineering GPA 4.0/4.0

## SKILLS

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**Technical Skills:** Angular, NodeJs, Software application designing, ServiceNow, MySQL, Troubleshooting, EBS R12.2, SOAP UI, Data Studio, RESTful APIs, Data-structures, IBM Cloud, JIRA, web development, web designing, web service API's, technical documentation, DOM, web solutions.

**Programming Languages:** XML, HTML5, JavaScript, Express, Nodejs, React, Angular

**Development Tools:** JDeveloper, SQL Developer, SVN, NetBeans IDE, GitHub, Visual Studio Code, Spring Boot

**Databases:** MySQL, Oracle, MongoDB

**Platforms:** Linux, Windows.

**Soft Skills:** Eager to learn, active continuous learning, Critical observation, planning, collaboration, creative ideas, time management, problem solving, communication, self-active learning, leadership, innovative, responsible, analytical skills, patience.

## CERTIFICATIONS

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- IBM Cloud Essentials.
- Application Full Stack Developer by IIHT.
- Certifications attained from Udemy's online learning platform such as SNOW Application Developer ,Angular, JavaScript, DevOps essentials, MongoDB.
- Technical support fundamentals by Google.
- Scaler certification on ReactJs.