

LAMA HAROON

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EDUCATION

2014 - 2018

BACHELOR OF SOFTWARE ENGINEERING, PHILADELPHIA UNIVERSITY

EXPERIENCE

MARCH 2022 – PRESENT.

PROJECT CONSULTANT | GOVERNMENT SOLUTION, AGILE FOR TECHNOLOGY

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on time, within the scope and within budget
- Developing project scopes and objectives, involving all relevant stakeholders, and ensuring.
- Ensure resource availability and allocation
- Develop a detailed project plan to track progress
- Use appropriate verification techniques to manage changes in project scope, schedule and costs
- Measure project performance using appropriate systems, tools and techniques
- Manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation

FEB 2020 – FEB 2022

SAP CUSTOMER EXPERIENCE CONSULTANT, ADVANCED BUSINESS SOLUTIONS |
SAP GOLD PARTNER

- Help customers after the implementation phase.
- Analyzing problems and directing them to the concerned department.
- Managing and planning subproject after support meeting
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Handle the support tasks including tickets, and demo accounts launching new projects.

- Identify opportunities to develop a relationship with the client to ensure high-quality service.
- Develop analysis reports for the online behaviour of each client.
- Follow up and communicate with clients regularly to ensure a high level of satisfaction.
- Create customer activity reports for the client every 2 weeks.
- Maintain customer satisfaction by investigating complaints about the company's services.
- provide the management with client satisfaction and online behaviour reports.

JUN 2018 – FEB 2020

SOFTWARE DEVELOPER, EPYA SOLUTIONS

- Developed a new feature based on client needs.
- Unit test after the development phase.
- Create API using C#.

TECHNOLOGY SUMMARY

- Worked on Angular 4, TypeScript, Entity Framework Code First.
- Using MySQL DB.
- CSS.
- JavaScript.
- jQuery.
- HTML 5.
- Worked on WordPress.

SKILLS

- Detailed oriented
- Solutions deployment
- Business understanding
- Project Management

CERTIFICATE

- PMP preparation

VOLUNTEER AND TRAINING EXPERIENCE

- WordPress Volunteer in Islamic Charity Center Society ("ICCS").
- PHP Trainee in Development at Classera.
- USAID JCP Internship Program.
- HR Trainee at Pharmacy One.