## maham shafqat

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# Objective

I am looking forward to an environment, which has adequate potential to groom my personality and skills and can bring me opportunity to explore my talent and professional skills.

* Possess good, oral and written communication skills.
* Hardworking, committed and dedicated to accomplish the assignment task.
* Possess Good skills to work as an enthusiastic team worker.
* Good manners, ethical behaviour.

# Personal Information

Father Name: **Syed Shafqat Ali**

CNIC# **35201-7645721- 6**

Date of Birth: **12 October, 1994**

Marital Status: **Single**

Religion: **Islam**

# Professional Qualifications

**Professional Certifications**

Cisco Certified Network Associate (CCNA)

Huawei Certified Network Associate (HCNA)

Institute : University of Engineering and Technology Lahore

# ACADAMIC QUALIFICATION

**Electrical engineering (CGPA:3.55)**

**Session 2012-2016**

Institute: Lahore College for Women University Lahore

**F.Sc Pre-Engineering (Lahore Board )**

Institute: Punjab College of Science

**Matric (Lahore Board )**

Institute: Customs Public School Lahore

# Professional Experience

* Working at **Abacus Consulting Technologies** as a **Safety & Security Specialist.**

Dealing of most critical cases regarding safety

Dealing queries via both voice and non-voice channel

Playing a role of point person

* Worked at **Abacus Consulting Technologies** as a **Backend Support Executive.**

Praised with the title of “ Employee of the month in September”

Quickly manage queues of e-mails within the time

Dealing queries via both voice and non-voice channel

Excellently help customers in resolving their concerns via updated software

Value all customers by managing their issues deliberately

Engaging customers focus on Careem brand loyalty by taking initiatives to immediately solving their problems

Lead team in absence of manager to make quick decisions of complicated queries to help out customers

Strive to provide an end solution of concern for customers’ satisfaction

Pleasantly organize team to complete assigned tasks by the management

Update customers with new promotions and policies to facilitate them

**Do training of new batches inducted in Abacus for careem project**

* 1 month internship in **Nestle**

**I worked over the following projects:**

Ensured the Room Air Handling System Design to be in accordance with Nestle Hygienic Air Handling Principles, Performed Heat Load Calculation, Filter class selection based on the area.

Installation & Commissioning of Complete Dry Mix Process Plant with Filling & Packaging.

Installation and commissioning of Ice Water Plant.

* 1 month internship in **Pak Elektron Limited (PEL)** in Marketing Power Division of PEL.

**Key competencies learned:**

Understanding of the working of oil immersed distribution transformers.

Observed the fabrication of transformers and switch gear panels

Studied the standards employed in different countries regarding power losses

**Key Achievements:**

Worked as a team leader on the project of calculating the feasibility based on Total Cost of Ownership (TOC) for the different models of oil immersed transformers available in the market.

* Worked as the ambassador at Spel at Pakistan Institute of Engineering and Applied Sciences.
* 1 month internship in **Pakistan Telecommunication Company Limited (PTCL)**

**In my role, I performed the following tasks:**

-Ensured signal quality by enforcing quality control procedures to ensure optimal performance at all times.  
- Understood core concepts of Advanced Cellular Mobile Technologies including CDMA (Code Division Multiple Access) and TDM (Time Division Multiplex).

# INDUSTRIAL PROJECTS

* **Project on electronic eye.**
* **Project on rain detector.**
* **Project on tachometer by using 8051 microcontroller.**
* **Project on digital clock by using 8051 microcontroller.**
* **Final year project on encoding of electronic voting system using the minutiae matching technique.**
* **Experience in handling following software’s:**
* Cisco Packet Tracer
* eNSP
* AutoCAD
* Multisim
* Matlab
* Protieus
* MS Visio
* Math Type
* Turbo C++
* MS. Excel
* MS. Word
* MS. Power Point

# References

**Will be provided on your Demand**