Zaid Maqsood

Software Specialist

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Summary

Provide technical support and customer service to clients. As a Technical support engineer I am committed to diagnosing, reproducing, and fixing customer software and hardware issues. To assist customer with problem isolation and resolution. If requested, escalate the customer's case to a subject matter expert.

Work experience

March 2018 – May 2019

Software Specialist
eClinicalWorks

- Studied front end as well as backend part of the EMR/EHR software solution and to implement new features on the existing solution.
- Testing and further development of the module. Languages involved: JAVA, XML, JSP, MySQL, MsSQL, Web Services, Tomcat, and FileZilla.
- Good knowledge of Communication protocols- ANSI-X12 (Electronic Data Interchange) helps in debugging and further understanding which data can be transferred electronically.
- Installation and implementations of PLSQL based business reports in the EMR application.
- Part of Release Management team to approve and provide class file, jsp file and Database fixes.
- Perform upgrade, patches as well as install EMR/EHR software.
- Working on client server, locally hosted and cloud server environment to resolve the issues.
- Interacting and coordinating with all the stakeholders, involved in projects across all the stages of implementation cycle.
- Worked on JIRA tool for identifying and reporting bug, troubleshoot and test incident, tracking and resolution management .
- Handle cases/escalations, Responsible for testing the software and reporting the issue abide by the prescribed norms.
- Provided technical assistance to internal team as well as clients with regards to the problem they face when using application
- Complete and detailed documentation of the resolution and the root cause.

Jan 2017 - Feb 2018

Technical support Engineer
Qualsoft Systems PVT LTD

- Application Engineer SQL Server, Dot NET, Data Base, IIS.
- Provided technical assistance to client's for the problems faced while using ERP applications
- System Administration and Maintenance of Hardware & Software
- Implementation of SQL Express for SQL database – SQL Server Installation, Creation of SQL Database.
- Installation and configuration of Windows based operating systems. (2007/2008/2010).
- Trouble shooting of all types of Hardware and software applications problems.
- Configuring and installing Bio-Metric machine.
- Trouble shooting hardware, software & networking problems. Password creation
- & resetting to end users through remote desktop. Communicate and interact with
- the other team members or colleagues to ensure coordination and cross-training.

Education

2015 - 2017	**Master of Computer Applications** LBHSST'S INSTITUTE OF COMPUTER APPLICATION Project: **Lowest Quote** This project was aimed at developing a Web application that depicts Online Price comparison website for Shopping of products and Booking of Flight Tickets and Hotel Booking.
2011 - 2014	**Bachelor of Computer Application** K. P. B. Hinduja College
2009 - 2010	**H.S.C XIIth** Bhavan's collage Stream -Science

Skills

Hardware/Systems

PC/Server, Admin, Routers, Switches, Windows, Bio-metric Machine

Databases

Ms SQL, MySQL

Languages

C++, SQL, HTML, CSS, Java Script

Applications

Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, EMR, ERP

Personal details:

Father's Name	:	Mohd Maqsood
Date of Birth	:	01st July 1992.
Language known	:	English, Hindi, Urdu, Marathi.