

Sehrish Khan

Junior Developer [Full Stack Web Developer]

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EXPERIENCE

Telenor Global shared service, Pakistan — *Project Coordinator*

December 2008 – 2013

- Managed CAPEX /OPEX projects; monitored and analyzed Key Performance Indicators (KPI) and financial ratios.
- Performed ad-hoc analysis and provided analytical support in the development of performance metrics for projects and initiatives.
- Lead cross-functional teams assessing strategic planning projects and for achieving organizational objectives.
- Projected and coordinated with the CRM software application team and implemented software development methodologies.
- Evaluated cross-functional business processes to identify opportunities for coordinated reporting efforts.
- Presented business performance with key improvements, risk analysis, forecasting for new projects to internal and external stakeholders.
- Developed financial analysis reporting using the latest measuring tools and presentations by applying acquired financial principles.
- Documented process flows and developed requirements for functional improvements and enhancements.

Effectively and efficiently coordinated with internal, external, local and group stakeholders in the formulation and implementation of the Company's Strategy and key driving pillars.

Core Projects:

- Implementation of Rollout Network Sites
- Documentation of Rollout Projects as per TL9000 and updated the sharepoint with softcopies of 6000
- Network sites documentation.
- Lead Regional Shared Network Projects with other Telecoms
- FAR (Fixed Asset Register): Run the project to update the equipment

SKILLS

- Programming Languages: JavaScript, HTML5, CSS3
- Web Technologies: Node.js, Express.js, React, Redux
- Databases: MongoDB, MySQL, PostgreSQL
- ORM: Sequelize, Mongoose
- Version Control: Git, GitHub
- Web Development: MERN Stack (MongoDB, Express.js, React, Node.js)
- Front-end Tools: HTML5, CSS3, Bootstrap, Material-UI
- Testing Frameworks: Jest, Enzyme
- Package Managers: npm, Yarn
- RESTful APIs
- Progressive Web Applications (PWAs)
- MVC Architecture
- Agile Development Methodologies
- Project Management
- Standardization of processes
- Business Analysis
- CAPEX/OPEX Budgeting & Financial Management
- Forecasting and predictive Analysis
- Presentation and reporting skills

information for 3000 network

- sites and installed the latest 3G/4G equipment on all the network sites.

Wateen Telecom, Pakistan — *Supervisor Contact Center*

January 2008 – December 2008

- Lead 15 contact center agents and provided best performance as per the set KPIS
- Assisted Regional Head of the Contact Center to meet departmental goals.
- Ensuring first call resolution with successful execution of plans devised by Head Contact Center to keep service level as per industry standards.
- Content writing of Departmental Manual to brief policies and procedures, POE (Process of Elimination): The product guide (for Stake holders & management).
- Helped re-structuring and preparing Organogram (Organizational Hierarchy Chart) and Job description of CS department including Contact Center, Support Center and Business Center Operations.
- Conducted training and development programs of respective teams to improve their performance.
- Took measures to keep average speed of answer as per expectations and reduced the abandoned call ratio as per international standards.
- Used problem-solving skills to handle difficult or irate clients and resolve conflicts.
- Regular meetings with team members to ensure that processes and procedures are understood and executed as per the requirements.

EDUCATION

University of Central Punjab, Pakistan — *MBA*

Feb 2007 – September 2011

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Punjab University, Pakistan — *B.A*

June 2004 – August 2006

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Certifications

Full Stack Web Development

February 2023 – August 2023
UCLA BootCamp

Essential Statistics for Data Analysis using Excel

April 2018 to Present

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Querying Data with Transact-SQL

December 2017 to Present

license:
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705

Analyzing and Visualizing Data with Excel

September 2017 to Present

license:
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Microsoft Professional Program: Data Science Orientation

August 2017 to Present

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LANGUAGES

English, Urdu

