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Summary

- IT Service Management Support Specialist in Airline Industry as last working experience.
- Web Development as occupational hobby having designed developed and hosted and managing a luxury Boutique Estore from end to end, an essential oils ecommerce store and currently working on a development of a discussion forum.
- Business Informatics as Masters with specialization in Enterprise Application Systems and Computer Science as Bachelors with specialization in Business Intelligence with relevant Werkstudent , Internships and full time job experiences in organizations like SAP and Lufthansa.

Experience



Information Technology Service Management Consultant Trainee

SunExpress

Dec 2016 - Jun 2018 (1 year 7 months)

- Active Directory Management - Roles, Permissions: Maintaining Microsoft Active Directory for user and group security and authentication; group policies; third party application security, and creating and managing distribution lists
- Maintaining MS Exchange Server through exchange portal admin
- Create and maintain operating system images and software installation packages for remote desktop and server delivery
- Deployed a project of migration of all Germany machines from manual image installation to network based through MDT
- Basic IT Network Topics: Network cabling, patch and basic network problem diagnostic
- Flight Operation Applications: Troubleshooting; technical support; and maintenance of third-party commercial client-server applications (Netline/Linux)
- Troubleshooting and technical support of Lido EFB on B737 and A330
- SharePoint development and support: custom .NET & SharePoint applications;
- Cyber Security Support: Identification, evaluation and analysis of security events in order to detect security incidents and respond appropriately
- Electronic Flight Bag Devices Support, Installation and Inventory support
- Cisco VoIP telephone & Video Systems Management
- IT Server Systems; File Server permissions, Printer Server permissions and support
- Management in SAP MM Purchasing & Inventory Module
- Assisting with the installation of new hardware and software and help train employees on its use.
- Offering suggestions for possible upgrades and changes within the IT department.
- Problem Diagnostic and Support
- Microsoft Applications Support
- IT Inventory Management



Research Assistant

University of Mannheim

Dec 2015 - Apr 2016 (5 months)

As a student assistant at the Chair of Econometrics of university, I had to assist in research projects, development of a project's website as well as update and maintenance of the department's website.



Data Management Services Support Student

SAP

Aug 2014 - Aug 2015 (1 year 1 month)

- Supporting Information Lifecycle Management team with various projects ranging from system decommissioning, retention warehousing and local reporting in ILM using ABAP.
- Supported in an accelerated reporting tool by feasibility assessment of newer reports by going through earlier transactions, unit testing of tools before user acceptance testing, user experience tweaking and writing user documentation for that tool.
- Developed a tool to simplify the maintenance and transport creation of retention rules for ILM.
- Assisting the Data Management Services department in their activities.



Software Engineer

Touchstone Communications

Aug 2013 - Dec 2013 (5 months)

- Transformation and loading of raw data into the database
- Developing ad-hoc and automated analytical and transactional reports to facilitate business
- Assisting Management Information System and Dialer-Admin departments in their daily reports
- Design and development of portals to assist the management in their business intelligence decisions
- Design and Development of Web portal using Asp.net.
- Addressing the queries/concerns raised by business users to facilitate smooth decision making
- To develop and maintain the documentation of latest developments in metadata



Business Intelligence Developer

Shaheen Plastic-N-Leather

Jul 2012 - Aug 2013 (1 year 2 months)

- Apply knowledge of Business Objects (BO) functionality, ETL tools, universe design tools, report design tools and dash-boarding tools in order to setup the system to meet the desired business process and reporting requirements.
- Troubleshooting of existing BO reports and dashboards.
- Direct Collaboration with business owners to define reporting, data analysis requests and technical specifications.
- Identification, construction and execution of ETL tasks for continuous growth of our data warehouse.

Education



University of Mannheim

Masters, Business Computer Science Wirtschaftsinformatik

2014 - 2018

Specialization in Enterprise Systems



National University of Computer and Emerging Sciences

Bachelor of Science - BS, Computer Science

2008 - 2012

Specialization in Business Intelligence

Skills

Information Technology • Network Administration • Web Development • Microsoft Deployment Toolkit (MDT)
• Python (Programming Language) • Data Mining • ABAP • SAP ERP • International Flight Operations •
Cybersecurity Incident Response