

Tanzeena Karim

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SUMMARY

Enthusiastic individual eager to contribute to team success through hard work, detail oriented and excellent organizational skills. Published research paper author, motivated to learn, grow, and excel in the field of software development and product design.

EXPERIENCE

Senior SAP Support & Development Engineer

Mar 2022-Present

DuCharme, McMillen & Associates, Inc. Nashville, TN

- Inspected systems, diagnosed problems and developed optimal solutions.
- Implemented operational timelines for service shut-offs to be observed.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Served as primary point of contact for support relating to owned solutions and products.
- Provided guidance on installing and integrating new hardware components and software to remote clients.
- Met with team personnel to share details of discovered issues and recurrent custom complaints.
- Trained new system users and employees in classroom type sessions to promote useful system knowledge and operations expertise.
- Documented faults and bugs for referral to development staff for use in updates.
- Advised senior personnel on potential process improvements to increase support quality and expedite ticket fulfillment.
- Tested completed projects for functionality and implemented changes to production methods to rectify issues in final products.
- Gained certification in tax related software implementation such as, AvaTax and Avalara CertCapture
- Contributed to writing SAP training modules for tax specific interface.
- Continued prior responsibilities

SAP Support & Development Engineer

Nov 2020-Feb 2022

DuCharme, McMillen & Associates, Inc. Nashville, TN

- Acquired in-depth knowledge of internal and external tax technology solutions
- Ability to take detailed notes and effectively communicate in formal documentation
- Became familiar with underlying accounting processes and procedures
- Contributed towards improving knowledge base, product documentation, provided feedback, and created troubleshooting guides for clients and coworkers
- Trained and mentored newly hired individuals
- Acquired the skills necessary to develop a tax solution design
- Provided support to clients by troubleshooting SAP and external tax systems, code changes in user exits and address BADI
- Understanding of the implementation lifecycle of a tax solution design

- Developed a thorough understanding of best practices applied in the client service and software development disciplines
- Maintained and enhanced existing tax technology solutions
- Provided project management skills by assisting with chair status calls and weekly minutes
- Communicated progress on assignments, including potential obstacles
- Monitored JIRA support queue to assist clients as needed

Web Developer & Graphic Designer

Dec 2019-Present

Middle Tennessee State University, Murfreesboro, TN

- Held volunteer position as a web developer for the English department magazine "SHIFT"
- Designed and implemented web components across new and existing designs
- Co-designed SHIFT Volume 3 & 4 front cover
- Added QR code capability to the publication, which when scanned takes the user to the SHIFT website
- Worked to create custom made theme for WordPress
- Collaborated with director of MTSU Write on project specifications, strategy, and execution to build new WordPress pages and update existing ones.
- Investigated multiple threading, concurrency, design patterns and resulting impacts on application concurrency to improve procedures.
- Developed user interfaces with modern JavaScript frameworks, HTML5 and CSS3
- Researched new technology designs
- Adhered to best practices for software development methodology and web security
- Utilized content creation tools, management tools, and digital media to design web sites
- Collected, defined and translated user requirements into project designs and implementation plans
- Researched new technologies, software packages and hardware products for use in website projects
- Provided timely resolution to reported website problems by integrating new solutions into existing platforms
- Designed interfaces and graphics for presentations and mobile-delivered applications to enhance content
- Leveraged strong understanding of WordPress core to manipulate admin and theme components
- Tested website and performed troubleshooting prior to deployment
- Collaborated with clients to create sleek and innovative UI design

Undergraduate Student Researcher

May 2020-Aug 2020

Middle Tennessee State University, Murfreesboro, TN

- Created an interactive cooperative board game utilizing Arduino after being selected by a research and enrichment program funded by a Student Engagement, Retention, and Success (SERS) grant from the Tennessee Board of Regents that took place in the form of online/remote delivery.
- Worked together in a team of three remotely and designed and implemented an interactive board game using Arduino Mega and various other electronics and mechanical parts alongside two other students from the Mechatronics Engineering Dept
- Research paper, *TNT Board: An Interactive Electronic Board Game*, published during the 2021 American Society for Engineering Education (ASEE) Virtual Annual Conference under the Multidisciplinary Engineering Division

Social Media Manager Intern

May 2020-Sep 2020

Middle Tennessee State University, Murfreesboro, TN

- Created informative and entertaining posts for client's Twitter, Facebook, and Instagram pages.
- Ensured consistency in content and tone to optimize social media accounts.
- Improved page content, keyword relevancy, and branding to achieve search engine optimization goals.
- Responded to comments, posts, and questions from various channels under supervision of MTSU Write director.
- Increased customer engagement through social media.
- Monitored posts and responses from spam and took necessary steps to alleviate such threats.

Research Assistant & Front-End Android Developer Intern

Jan 2020-Jun 2020

Adaptive Technology Consulting, LLC, Nashville, TN

- Conducted meticulous research to identify information and answer multifaceted questions.
- Contributed to improve Android application, *Paisely* (formerly *Autoscreen*), software application for accurate and time-efficient assessment of Autism Spectrum Disorder (ASD) in toddlers.
- Performed statistical, qualitative, and quantitative analysis.
- Performed analysis and bug fixes on pre-existing code.
- Developed Android application using programming languages such as Java.
- Collaborated with team to define business requirements for organizational processes, achieve productivity standards and adhere to accuracy standards.
- Devised user flows, wireframes and mockups for designs based on proven methodologies, clinical team requests and end-user feedback.
- Contributed to brainstorming and strategy meetings with CEO and Software Technical Lead to determine ideal methods to meet project goals.
- Collected, defined and translated user requirements into project designs and implementation plans.
- Researched new technologies, software packages and hardware products for use in Android application.
- Collaborated closely with other team members in such tasks as troubleshooting and debugging.

Student Technology Assistant

Apr 2017-Dec 2019

Middle Tennessee State University, Murfreesboro, TN

- Utilized braille embossing technologies to create accessible textbooks and other printed materials for students.
- Assisted students with disabilities by enlarging test materials, digitized physical textbooks, converted notes into Braille documents, transcribed lecture recordings into digital notes.
- Provided students with detailed explanations and hands on assistance to efficiently utilize various adaptive equipment, such as, LiveScribe notebooks and Smartpens, CCTVs, voice assisted scientific calculators.
- Installed various adaptive applications, such as, Kurzweil, JAWS, Screen readers, Fusion, ZoomText on lab computers and personal computers for students with disabilities.
- Assisted in the management of the electronic textbook server.

Administrative Assistant

May 2019-Aug 2019

Middle Tennessee State University, Murfreesboro, TN

- Developed and updated spreadsheets and databases to track, analyze and report on performance and student data.
- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
- Troubleshoot various technological issues as they pertain to Dynamic Forms, Excel, DocuShare, Footprints, and Banner

- Assisted graduate analysts with error detection in transcripts, misplaced student records, updated student records database with correct information
- Assisted with maintaining, turning physical documents to electronic records, updating student records database
- Assisted with the management of student requirements for each graduate degree program
- Regularly updated and checked for missing required documents for graduate student admissions, and informed students accordingly
- Provided administrative services, including email correspondence, making copies and handling incoming and outgoing mail.

Front End Associate

Apr 2017- Jul 2017

Walmart, Murfreesboro, TN

- Gathered shopping baskets and carts, relocating to designated areas to ensure adequate supply.
- Cleaned and maintained clutter-free front-end and register area.
- Welcomed and engaged customers, aiding with locating or retrieving merchandise.
- Followed merchandising guidelines to present visually appealing displays.
- Monitored cash drawers in multiple checkout stations to ensure adequate cash supply.
- Answered customer questions regarding merchandise and pricing.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.

EDUCATION

Middle Tennessee State University

Aug 2016-May 2020

Murfreesboro, TN

- Majored in Computer Science
- Minored in Mathematics, Writing, Information Systems

Wilson Central High School

Aug 2015-May 2016

Lebanon, TN

- High School Diploma
- Graduated with 3.97 GPA

Viqarunnisa Noon School & College

Jan 2004-Aug 2015

Dhaka, Bangladesh

- Secondary School Certificate 2014 GPA: 5.00/5.00
- Junior Secondary School Certificate 2012 GPA: 4.86/5.00

PUBLICATION & PROJECTS

SHIFT Website

Dec 2019 - Present

- Link to project:
<https://shift-write.com/>

TNT Board: An Interactive Electronic Board Game

Jul 26, 2021

- Link to research paper publication:
<https://peer.asee.org/tnt-board-an-interactive-electronic-board-game>

Database Application 1.0

Aug 2019 – Dec 2019

- Developed a simple database application to manipulate database.
- Utilized Visual Studio, C# programming language, Windows Forms
- Link to project:
<https://www.youtube.com/watch?v=WzggIWdK6aw&feature=youtu.be>

Project Barbera

May 2019 – Sep 2019

- Designed, executed, and developed WPF application for independent research study project.
- The purpose of this project was to create an intelligent user interface which would interact with the user, keep user motivated by displaying quotes in various languages and utilizing GIFs.
- Designed, executed, and developed database to store quotes, translations, languages, author, & genre.
- Designed with Use Case Diagram, Low-Fidelity Prototype
- Developed scraping algorithm to scrape quotes from websites, worked on adaptive tech to build better HCI, developed a market analysis, worked on scalability issues and building REST API.
- Responsible for writing user and technical documentation for both database and software

Project Aquamarine, Project Manager

Jan 2019 – May 2019

- Designed, executed, and developed a locally hosted website
- Responsible for writing user and technical documentation, created and recorded PowerPoint presentation with team.

- Created with Model-View-Controller (MVC), Microsoft .NET Framework 4.6, ASP.NET, and Web Forms Programming languages used include C# and HTML5.
- Website included four sub-applications that allow users to acquire about various cultures, four in this case, i.e., Bengali, Ethiopian, Italian, and American.

The Scopes “Monkey” Trial, Project Manager

Jan 2019 – May 2019

- Utilized animation software "Animaker" to create team project.
- Collected data on site from The Scopes Trial Museum & Rhea County Courthouse.
- Integrated voice over, collaborated and helped team members.
- Performed intensive research on the court case
- Presented infographic video as a final project with team in class.
- Link to project:
<https://www.youtube.com/watch?v=xAOYwwWErl0&feature=youtu.be>

Climate Change (HACKMT'19)

Jan 2019

- Collaborated with team on web scraping temperature data from Middle Tennessee to present data on climate change

CERTIFICATIONS

- Avalara Certified Implementation Partner: Avalara CertCapture
- Avalara Certified Implementation Partner: AvaTax and Managed Returns
- Microsoft Office Specialist Certified, Microsoft
- Basic Collaborative Institutional Training Initiative Program (CITI Program)
- Secondary School Certificate 2014, Board of Intermediate & Secondary Education, Dhaka, Bangladesh.
- Junior Secondary School Certificate 2012, Board of Intermediate & Secondary Education, Dhaka, Bangladesh.

VOLUNTEER EXPERIENCE

Collage University Honors Magazine - A student-produced, bi-annual magazine of creative arts

- Production Assistant
- Web Developer
- Visual Review Staff

The 14th Annual MTSU Linguistics Competition

- Student Volunteer
- Help with pretesting competition puzzles
- Help with creating puzzle packets for all the teams
- Help with registration
- Help with set up

Expanding YOUR Horizons (EYH) - A Hands-On Science, Technology, Engineering and Math (STEM) Conference

- Blue Crew Member
- Helped with stuffing goodie bags
- Helped with set up
- Helped with clean up

Women in Technology of Tennessee (WiTT) - Nonprofit Organization

- Mentee

HONORS, AWARDS & NOMINATIONS

- Finalist for Robert C. LaLance Jr. Achievement Award
The Achievement Award honors a student who has shown remarkable determination, has had to make sacrifices, and is contributing to the community during work toward a degree.
- Nominated to represent MTSU in Formal Essay Category, 2020 - Southern Literary Festival Undergraduate Writing Competition
- Dean's List (Spring 2020, Spring 2019, Spring 2017)
- MT Diversity Scholarship
- Tennessee Louis Stokes Alliance for Minority Participation (TLSAMP) Scholarship
- Lottery Hope Scholarship
- Hope Supplemental Scholarship
- Lottery Aspire Scholarship
- Excellent Scholar Award, 2014 - Viqarunnisa Noon School, Dhaka, Bangladesh Achieved high GPA on Secondary School Certificate 2014

LANGUAGES

- Bangla (Native or Bilingual)
 - English (Full professional proficiency)
 - Hindi (Professional Working)
 - Urdu (Limited Working)
 - Spanish (Elementary proficiency)
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