**B.E. (HONS.) ELECTRONICS & COMMUNICATION ENGINEER**

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**Areas of Expertise**

* Information & Communications Technology - ICT
* Enterprise Resource Planning – ERP.
* Customer Relationship Management – CRM.
* Telecommunication Services.
* Embedded Technology.
* Computer Networks.
* Electronic Devices.
* Audio-Visual Concepts.
* Systems Integration.

**Education**

* **B.E. (Hons.) Electronics & Communications Engg**.BITS Pilani

DIAC, Dubai

UAE

***Professional Abridgement***

* ***Qualified Engineer*** with experience in*electrical and telecommunications**technology.*
* Demonstrated excellence in providing recommendations to improve internal control systems and procedures.
* Experienced in various industries including hospitality & leisure, real estate, and manufacturing.
* Effectively prioritize workload and multi-task; flexible to changing priorities.

***Personality Traits***

A Dynamic individual with passion, energy and drive to succeed, enjoy working in a challenging environment to prove my worthiness and continuously learning, developing new skills. Possess a positive and flexible approach towards life, able to prove myself as a proactive player in the organization.

* **Change Agent:**

Utilizing result-driven approach and growth-centered mind-set to drive positive change in the organizational culture; believe in leading by example.

* **Persuasive Communicator:**

Effective articulation ability; can achieve clarity and persuasively secures buy-in and commitment.

* Dedicated and highly ambitious to achieve personal goals as well as the organizational goals.
* Excellent decision making skills with a positive approach.

**ACADEMIC QUALIFICATIONS**

1. **Engineering :**

Graduated with First Division.

**University:** Birla Institute of Technology and Science–Pilani, Dubai International Academic City (DIAC), Dubai.

**Branch:** B. E. (Honors) Electronics and Communications Engineering (ECE)

**CGPA:** 7.1 on a scale of 10.0

**Core Subjects:**

* Analog Electronics
* Communication Systems
* Communication Networks
* Control Systems
* Digital Electronics & Computer Organization
* Electro-Magnetic Fields & Microwave Engineering
* Information Theory & Coding
* Micro-Electronic Circuits
* Modern Communication Technologies

1. **Pre-engineering :**

Qualification: Year of Passing School (%)

**H.S.C.:** March-2009, ISS English School, India;85.0.

**S.S.C.:** March -2007, Ajman Intermediate English School, UAE;80.5.

**CERTIFICATIONS & PROJECT ENGAGEMENTS**

* **Currently Pursuing CCNA – Cisco Certified Networking Associate**
  + Routing & Switching
* **Schneider Electric – Energy University:**
  1. modules on Self-paced Course on Building Controls:
     + Control sensors.
     + Control loops.
     + Two-position & Floating Responses.
     + Proportional & PID Response.
     + Controllers & Controlled Devices.
* ***Lab Oriented Project & Research - Design of Optical Fiber Sensor for Vibration Amplitude Measurement***

September 2012 – December 2012

Designed a new method for measurement of vibration amplitude and for calibrating accelerometer using an optical fiber sensor. Light from a tungsten halogen lamp is made to pass through an optical fiber whose exit end is mounted on the object under test. The emergent light is detected by a position sensitive differential photo detector whose output is modulated at the vibration frequency. This modulated signal is detected by a lock-in amplifier and then measured by a digital panel meter which can be made to give direct reading of the vibration amplitude.

Advantages: wide dynamic range, wide frequency range, linearity, noise reduction, ruggedness and light weight.

 ***Study Oriented Research - Advancement in Web 2.0***

September 2012 – December 2012

R&D on Web 2.0, ('Semantic Web'). A second generation of the World Wide Web that focuses on the ability for people to collaborate and share information online. Web 2.0 basically refers to the transition from static HTML Web pages to a more dynamic Web that is more organized and is based on serving Web applications to users. Improved functionality of Web 2.0 is open communication with an emphasis on Web-based communities of users and more open sharing of information. R&D on how Web 2.0 has been used more as a marketing term than a computer-science-based term.

Blogs, wikis, and Web services are components of Web 2.0.

**PROFESSIONAL EXPERIENCE**

**1**. **Cosmos Star Consultants.** Dubai Internet City

Experience in Online Public Relations, Social Media Marketing, Internet/Affiliate Marketing, Advertising and Cold Calling.

Responsibility for IT field support.

Responsible for client contact, server administration and project management. Voucher/receipt/ticket management software, which included time estimation, prioritizing, reviewing the code and integrating it with live servers.

Intern at an Online Buying/Marketing Company - **NAIL THE DEAL**. (www.nailthedeal.com) Experience in developing certain aspects of a prototype for a newly conceptualized web design and development.

Duration: June 2012 – August 2012

**2**.Technical Support at **Infratech Controls EM LLC**. Bur Dubai

Experience in working of Direct Digital Controls DDC), sensors, valve & actuator, Thyristors, VFDs and related products like data cables, transformers, relays.

Experience in DDC Programming of leading products of Honeywell, Siemens, Johnson Controls, Schneider and Delta Controls.

Learned to execute BMS Projects and also to provide services for preventive maintenance and breakdown maintenance, on AutoCAD.

Duration: February 2013 – July 2013

**3**.IT Support Assistant at **Arafa Printing Press**, Ajman

Performing a wide variety of transactional tasks on behalf of all Support Service departments. Data prep’ – inputting or managing data in a wide variety of systems.

Issuing and managing PAC keys, driver-ID tags, ID cards, smart-cards. Issuing template letters. Maintaining equipment and room, inventories or directories

Issuing and managing a wide variety of personal issue and ancillary equipment. Assisting in setting up Purchase Orders & Marketing.

Duration: October 2013 – August 2014

**4.** Supplier Engagement Coordinator at **Tejari,** Dubai Media City

Review new RFQs/tenders update Tejari suppliers' contact information, user information, business categories and email IDs periodically.

Identify and match qualified suppliers with buyer demands (RFQs/Tenders). Identify and report on Buyer constraints (poorly floated RFQs)

Encourage suppliers to participate in bidding via emails/calls so that successful RFQs and tenders may be concluded within the required timeframes.

Build and maintain good working relationship with existing buyer/supplier community, establishing contacts for key commodities (supplier network) that can meet buyer demands.

Duration: February 2015 – March 2015

5. Oracle L2 Analyst at **Schlumberger,** DIFC

Troubleshoots and resolves escalated tickets and communicate the solution to Clients via the Service Desk or other support personnel –Oracle/Siebel CRM.

Responds to customer issues (Master Data – Oracle) via the ticketing system.

Gathers and validates change requests and bug fix requirements while liaising with Development team (L3). Answers analyses and provides quality checks for incoming tickets and routes them appropriately - Liaises with Service Desk on ticket auto-assignment. - Coordinates with Service Desk for new applications and module decision tree configurations in Remedy. - Produces metric reports on incoming tickets, trends, etc. - Provides governance to ensure tickets are fixed on time and sends reminders when needed.

Duration: March 2015 – September 2015

6. Database Executive at **UAS Trip Support**, DAFZA (Dubai Airport Free Zone)

Enters data into a proprietary ERP database using a simple web interface using data found in various industrial data

specific websites, databases and internal documents. The ERP DB is used throughout the organization to value aircraft, promote and support the sales process and ultimately win new business.

Duration: January 2016 – February 2016 (Project Based)

**COMPUTER PROFICIENCY**

* Microsoft Office (MS Word, MS Power point, MS Excel, etc,)
* Assembly language: Microprocessor (8085, 8086, 8051), Mat lab, Auto Cad, etc,
* Operating Systems: MS Windows 2000/XP, Vista, MS-DOS.

**PERSONAL INFORMATION**

* Date of Birth: 2nd June 1991.
* Nationality: Indian.
* Languages Known: English, Hindi-Urdu and Arabic (Intermediate Level).
* Hobbies: Photography, Travelling, Reading, Blogging

**First Name of Application CV No:** **1670874**

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**REFERENCES**

* Dr. B Muralidharan FRSC:

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