**AMNA**

[AMNA.345196@2freemail.com](mailto:AMNA.345196@2freemail.com)

**Profile**

**IT professional with working experience in varied industries. Focused on R & D and Learning and Development.**

**Information Technology Certifications**

**MICROSOFT** – Microsoft Certified Systems Engineer **MCSE**– **2003**

**CISCO** – Cisco Certified Network Associate **CCNA** - **2006**

**CompTIA A+** essentials certified - **2003**

**ICDL** (Microsoft Office 2003) certified – **2010**

**Education**

**Post-Graduate diploma - Computers & Information Systems**, University of Karachi, Pakistan **2007**

**IELTS – score: overall BAND 8 2015**

Touch typing – (**Pitman typing**) – NADIA TRAINING INSTITUTE- **90 WPM. 2003**

**Professional Timeline**

**Freelance IT Trainer**  **2009 – Current**

* Microsoft EXCEL (advanced), Microsoft POWERPOINT (advanced), Microsoft VISIO (advanced), Microsoft ACCESS (intermediate).
* Conducted interactive training sessions for beginner and advanced level professionals spanning various industries.
* Developed training related materials for IT training courses, customizing documents where needed for enhancement of training programs.

**Systems Analyst (Virtual Logistics), Dow Chemical IMEA GmbH, Dubai, UAE** **2015 - 2017**

* Resolve operational and system issues related to exports supporting the interests of OTD
* Track and monitor KPIs for the project as per agreed measures
* Execute control plans and work process improvements
* Extensive use of MS EXCEL (charting, pivot tables, lookup functions, miscellaneous spreadsheet functionalities) &

monthly / quarterly dashboards.

* Generating excel based reports from SAP – using Material Management Module T-Codes.
* Preparing data-driven PowerPoint presentations.

**Document Controller, Al Rostamani Group, United Diesel, Dubai, UAE 2008 – 2010**

* Actively supported the sales team through coordinated sales details, pre-sale processes and after-sale support. Control forms and documents and file in the proper way. Any other task assigned by the manager. Prepare and archive documents.
* Responsible for timely, accurate quotations and processing pro forma invoices and inquiries from customers.

**e-Catalogue Extraction Engineer, Etilize, Karachi, Pakistan** **2004 – 2005**

* Develop technical specifications for IT and electronic devices ensuring quality and quantity of data produced per production schedule.
* Coordinate production forecast, manufacturer/category and SKU prioritization with manager.

**UAE driving license holder.**