**Mariya**

Mariya.375104@2freemail.com

# OBJECTIVE

**RESUME**

Seeking a suitable opportunity in a reputed organization which provides professional growth, utilizes my analytical and team skills in order to develop and achieve organizational goals, whilst providing me a platform where I can constantly upgrade my knowledge, skills and make a good difference in whatever I do.

# WORK EXPERIENCE

Worked as an IT Coordinator in ***Think Software Services FZ LLC***, JLT, Dubai, U.A.E. (1st Nov 2015- 28th Jun 2017).

* Managing the IT project timelines with the engineers on backend.
* Coordinating IT helpdesk with customers.
* Compiling required documents for maintaining the ISO standard in the company.
* Worked on Autotask Software for managing and monitoring company data.

Worked as an IT Analyst in ***Knowledge and Human Development Authority (KHDA),***

Academic City, Dubai, U.A.E. (16th Feb 2015- 17th Sept 2015).

* Helpdesk- Managing the SLA's & Tickets on SDP.
* Follow up with the mails, sending reminders & managing the mail box.
* Generating the Monthly Reports for Achievements, Work Logs, IT Highlights Reports & Customer Satisfaction Feedback.
* Fill BOD KPI's Quarterly. Do Customer Surveys on Project's Completion.
* Project Management – SharePoint & IT Management Portal.
* Do Customer Surveys on Project's Completion.
* Policy Review & Implementation of ISO 27001 & ISR policies.
* Designed a few ISO Policy Flows.

Worked as an ISO Consultant (Intern) in ***Sanbook Quality Consultancy***, AL Qusais, U.A.E. (3rd Feb 2014- 3rd July 2014).

* Experience in conducting Audits and Trainings in many companies across U.A.E., such as Bhatia Brothers, Grand Hyatt Dubai, IFFCO, Khaleej Times, Petrofac, etc...
* Awareness of ISO certifications and Accreditations.

Worked as an Intern in ***eLogic Technologies***, Hyderabad, India. (June 2013 – Aug 2013)

* + Experience in documentation – Word, Excel- Database, PPT, etc.

●Attended the Real Business Academy (2012-2013) organized by AIESEC, U.A.E.

●Attended IEEE Gulf Conference for the year 2011.

# EDUCATIONAL QUALIFICATION

* B.E. (Hons.) in Computer Science at BITS, Pilani –Dubai ‘14.
* CORE SUBJECTS:
	+ AutoCAD
* Database Management Systems
* Programming Languages & Compiler Construction

# KEY ACCOMPLISHMENTS

* Certified in ITIL F- Information Technology Infrastructure Library (Foundation Level).
* Awarded certificates for Internal Auditor – ISO 9001:2008, Awareness Certifications for ISO 9001:2008, ISO 17025:2005, ISO 27001 & GMP.

# COMPUTER PROFICIENCY

* Proficient in MS Office Suite, SharePoint 2013 MS Visio 2013, AutoCAD and Documentation.
* Programming: C, Turbo C, C++, JavaScript, SQL, Data Base Administration (DBA) 11g Oracle & Visual Basic 6.0.
* Knowledge of Web Designing, Internet & Email skills.
* Software: Windows 7, Windows 8, UNIX, Linux, etc.

# PERSONAL SKILLS AND ACHIEVEMENTS

* Good visualizing and concept development abilities
* Build good relationship with team and other peers.
* Hardworking, honest and punctual
* Good at managing and organizational skills
* Good communication skills

# PERSONAL INFORMATION

**Name** : Mariya

**Date of Birth** : 11March 1993

**Nationality** : Indian

**Visa Status** : Father’s Visa

**Driving License** : Yes

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