**AYISHA**



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Objectives



To be a great team player where, I can contribute my fullest efforts to build my career along with the interests of the organization in the best possible manner.

Work Experience



**Dubai Healthcare City** **January 2008-February 2009**

**Application Support Executive** **DHCC, UAE**

**Role Responsibility**

**CRM Training**

* Designing & conducting training sessions for existing/new users
* Maintaining training manuals & other documents

**CRM support**

* Providing support, resolving and escalating incidents including root cause & gap analysis
* Maintaining issues/enhancements log
* Maintaining security access to application

**CRM Enhancements**

* Understanding DHCC processes & suggesting enhancements for the system
* Handling enhancement requests from users
* Requirements gathering & analysis
* Co-ordinating with the development team
* Testing the new functionality/reports (UAT) & attaining user sign offs on the same

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**Zarca(Online Feedback/Survey Management System) Support**

* Automating surveys/feedback forms requested by DHCC employees
* Complete administration of surveys i.e. distributing, sending reminders, generating reports etc.

**Achievements**

**Awarded rising star of Dubai Health Care City 2008**

**Nominated as printing & scanning improvement initiative leader 2008**

* Suggested green initiatives for printing thus helping in cost cutting & being environment friendly
* Conducted training for all departments on the new multi functional printers installed

**Dubai Healthcare City** **March 2007-December 2008**

**IT Administrator support** **DHCC, UAE**

**Role Responsibility**

* CRM Data Cleansing
* Assisting with the Electronic Health Record project(MOH)
* Assisting IT consultants in achieving project goals
* Assisting Healthcare Informatics Department in daily operational activities

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**Dubai Healthcare City** **September 2006-December 2006**

**Personal Assistant to Director Harvard Medical International** **DHCC,UAE**

**Sigma Systems International FZ L.L.C.** **December 2005 – August 2006**

**ERP Consultant** **DMC, UAE**

**Role Responsibility**

* Mapping and customization of Customer workflow to ERP.
* Testing of the customized application and certifying the same.
* Implementation of Oracle, Java and XCERPT Server and clients in the customer premise
* Data Cleansing & Migration from existing systems to Oracle DB using VB Scripts
* User training on the following modules;

GL, FA, AP/AR, POS, Inventory & HR

Academic & Professional Qualifications



* ITIL Foundation Version 3 Certified (2008)
* Bachelor of Science in Computer Information Systems (CIS) from Al Ghurair University Dubai, U.A.E. (2005)
* Higher Secondary Certificate from IndianHigh School, Dubai, U.A.E. (2001)

Technical Skills



* Oracle 9i, HTML, C, C++, C#, Visual Studio.NET, Java ,Flash, SQL Server 2000,Adobe Illustrator
* MS Office

Trainings & Workshops Attended



* Training on Oracle applications -Telesales, Teleservice, Property Manager, Enterprise Asset Management, iSupport
* Web Intelligence Training from Business Objects
* Performance Manager and Dashboard Training from Business Objects
* Training on Data Capture Forms for HIRAS
* Document Management Training on MS SharePoint Portal
* Training on Zarca Survey Software

Personal Details



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| Nationality | : | Indian |
| Date of Birth | : | 10/08/1983 |
| Languages | : | English, Malayalam, Hindi, Arabic (useful) |
| Visa Status | : | On Husband’s Visa |
| Driving License | : | Yes |