

ZOBARIA ASHRAF

Zobaria.Ashraf1@gmail.com

(443)-743-7900

A student of Project Manager and Business Analysis with a background in IT who is passionate about improving and enhancing the processes using existing and new technology.

SUMMARY OF QUALIFICATIONS

- Advanced writing and speaking skills in three languages: English, Urdu, and Punjabi
- Focused, disciplined, competitive, and goal-driven professional
- Dedicated and organized team player with strong attention to detail
- Efficient in working under pressure and completing tasks on time

PROFESSIONAL EXPERIENCE

TEKsystems, Linthicum, MD

2018-Present

Team lead

- provide a communication bridge between analysts and the client
- Troubleshoot issues with connections, servers, and Microsoft Office
- Handled more than 50 interactions via email and phone daily

Baltimore County Public Schools, Towson, MD

2017-Present

Substitute Teacher

- Provided interactive learning by utilizing an interactive whiteboard
- Work in various school environments with diverse populations of students
- Manage class of twenty-nine students with various behavioral issues

Honeywell Repair, Brooklyn, NY

2016-2018

Communication Liaison

- Supervise all eCommerce, online billing, marketing, and research
- Processes more than fifty invoices to supplier's daily
- Administer the fulfillment of drivers' compliance

EDUCATION and ACCOMPLISHMENTS

Towson University

2018-2022

Deans List Scholar

Recipient of Towson University Scholar Award, nominated by E-Business Committee

- Bachelor of Business Administration with a concentration in
 - Project Management and Business processes
 - Business system and processes (S.A.P)

Per Scholas Training Program, Valedictorians

2018

- CompTIA A+ and Network+ certification

Certifications

- MOS, Excel certified
- Security+ Certified
- Sales Force application experience
- S.A.P. application experience

References available upon request