

Syeda Ahmed

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EDUCATION

Northwestern University
certification: Full stack web developer

The University of Illinois at Chicago Chicago-IL
Bio Information System Certificate Program

DePaul University Chicago-IL
Bachelor of Science **Major:** Computer Science
Concentrations: Database and Data Analysis

SOFTWARE APPLICATIONS

Languages Exposure: JavaScript, Python, Visual Basic .NET, HTML/CSS, WML, PHP, ASP.net
Libraries/packages/Tools: Handlebars, jQuery, React, Reactstrap, Django, Bootstrap, Materialize.css, API's/Ajax/Axios, Front Page, UML, MS Visio, MS-Office, SmartSheets, TimeForce, WordPress, Github
Databases/Servers: MySQL, Node, Firebase, MS Access, Express, Sequelize, MongoDB, Mongoose
Analytics: Statistical Analysis Software (SAS), MS Excel, R Statistical Analysis

TECHNICAL/INTERPERSONAL SUMMARY

- 3+ years hands-on experience in HR related and billing data managements.
- 1+ years hands-on experience working on a technical position in a scientific field that incorporates Mathematics, Computer Science and Database Programming, design and analysis.
- Hands on experience in analysis of data in a bioengineering setting.
- Hands on experience in working with pharmaceutical operation database.
- 3+ years hands-on Help Desk experience in providing technical support to faculty, staff and students on the use of Personal Computers, the Novell Network, operating systems and various software packages such as MS Office, HTML, and several graphics and Internet applications.
- Goal oriented, outstanding problem-solver, focused on quality.
- Highly organized, willing and motivated team player.
- Innovative, task oriented, dedicated, committed and reliable.
- Skillful at fast track learning and adopting new technology.

WORK EXPERIENCE

HIPOINT TECHNOLOGY SERVICES Chicago, IL (Mar 2011- Jan 2014)

Title: HR coordinator/Account Representative

- Maintained HiPoint's Customer Relationship Management system. (UberSmith)
- Wrote and ran mysql codes for HiPoint's database when needed.
- Learned and implemented HR application system. (TimeForce)
- Managed records of all the employees' hiring information, compensated time, vacations, absences, annual reviews and disciplinary scale.
- Documented all the issues/findings/solutions for HR management system.
- Helped establishing and documenting HR policies. (Vacation Policy, Annual Reviews Policy, Telecommuting Policy and many others. Documented HiPoint's Employee Handbook)
- Managed and updated HiPoint's contract management database for all clients and vendors.
- Helped organizing policies, procedures and guidelines for all the departments. (HR, Billing, helpdesk, field techs, sales)
- Refined many billing related procedures. Created several dataflow diagrams for new installs billing, vacation holds, past dues and cancellation processes.
- Answered billing support phone calls and emails regularly.

Ohmax Evanston, IL (Dec 2007- Nov 2008)

Title: Mathematical Analyst

- Gathered raw data from the bioengineering lab
- Created calibration curves and analyzed data using Statistics
- Helped preparing detailed reports based on the output
- Created and maintained Literature database for the bioengineering lab professors
- Documented SOP for lab data analysis

ABBOTT LABORATORIES Waukegan, IL (Feb 2005 – Nov 2006)

Title: JR. Documentation Database Specialist

- Entered and verified Global Pharmaceutical Operation Documents in the QDMS (Quality Document Manufacturing System)
- Established cross-references to the documents in the QA database
- Ran customized reports and helped analyze QA related data
- Generated diagrams on different collection of data sets and provided feedback using R Statistical Analysis software and Excel
- Worked with a team to construct Entity relationship, decomposition and data flow diagrams for a centralized database
- Implemented the database using SQL
- Reviewed, evaluated and wrote codes for database access using SQL

OAKTON COMMUNITY COLLEGE Skokie, IL (April 2001 – Jan 2004)

Title: IT Lab Assistant

- Provided technical support to faculty, staff and students on the use of Personal Computers, the Novell network, operating systems and various software packages
- Monitored PC software, hardware performance
- Performed tuning tasks and maintenance procedures

- Remained current and upgrade knowledge of hardware and software research
- Diagnosed and repaired lab equipment, arranged for repair when necessary
- Installed and configured PC hardware, operating systems and software

AWARDS/ACHIEVEMENTS

- Won a Phi Theta Kappa transfer scholarship for DePaul University
- Selected among **0.5%** of the most outstanding students in the USA (biography published in the National Dean's List for 2000-2001)
- Selected among **0.5%** of the most outstanding students in the USA (biography published in the National Dean's List for 2001-2002)
- Selected among **0.5%** of the most outstanding students in the USA (biography published in the National Dean's List for 2002-2003)
- Made DePaul Dean's List for all quarters
- Affiliated with Phi Theta Kappa, National Scholars Honor Society, Golden Key International Honor Society, Upsilon Pi Epsilon, National Society of Collegiate Scholars

REFERENCES

Available upon request