SUHAIB QANOONI

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Software Engineer | Full-Stack Developer

Experienced in Full-Stack Development | DBMS & Information Systems | Software Engineering & Web Development

PROFESSIONAL PROFILE

Knowledgeable Web Administrator who is proficient in all of the major programming languages. Adept in creating traffic reports backing up website data and working as part of a team. Specialized skills in JavaScript interactive online forms and developing efficient ways to update web contents.

- ▶ Technically sophisticated professional with over 7 years of career coupled with demonstrated capability in Web Development, Software Engineering, Network Administration, Technical Support, and Team Management.
- ▶ Possess broad competence in launching and driving new IT initiatives, re-designing corporate Information Technology infrastructures, and contributing towards the achievement of organizational objectives.
- ▶ Thorough professional with solid experience in supporting the formulation of robust IT strategies whilst supporting teams for running successful process operations & developing Business Continuity Plans, Procedures, and SLAs.
- ▶ Demonstrated success in setting up the necessary IT governance to support the definition and implementation of revised Service Management processes for new / proposed services.
- ▶ A clear understanding of ITIL best practices and methodologies, CRM Implementation, IT Helpdesk Management, Incident, and Change Management.
- ▶ Chronicle of success in planning and managing IT Infrastructure including need assessment from business, capacity planning as well as support management.
- ▶ Adept in handling scale delivery assignments for various platform technologies and providing domain support for managing operations round the clock.

CORE SKILLS & EXPOSURE

Web Development & Administration | IT Service Management | IT Infrastructure Management Technology Planning | Information Security Network Administration Incident Management | Vendor Management Senior Technical Support Disaster Recovery | MIS Management Resource Management Team Management.

- Familiarity with PHP/Laravel, MYSQL/SQL-Server and MERN-Stack Development.
- Sound knowledge of Web tracking principles
- Good knowledge of Google Analytics and Web Trends
- Highly experienced in Web analytics and tracking cookies
- Ability to maintain online acquisition strategies and analytics
- Ability to oversee customer segmentation and metrics reporting

PROFESSIONAL EXPERIENCE

NexussBerry Software Solutions   **May, 2020 – May, 2022**
Software Developer/Engineer (Full-Stack & MERN-Stack)

DESCRIPTION OF DUTIES:
- Served as MERN Stack engineer in NexussBerry software solutions.
- Cooperated closely with other teams to advance knowledge management and knowledge sharing.
- Provided Technical support to the database used in NexussBerry Software Solutions.
- Engaged stakeholders effectively, incorporating suggestions from the communication and visibility plan.
- Established and maintained an effective database system and a professional connection with all project partners.
- Regularly visited all the project offices to implement, and enhance the Smooth wall, Kaspersky, and other services.
- Created core documentation on the project's technical areas of competence in collaboration with the program and partners.
- Assisted and supported the Project IT team remotely on day-to-day operations as per the instruction of the line manager.

ACCOMPLISHMENTS:
Successfully provide the solution as below:

1. https://www.greenplank.se/
2. https://www.ecomin.online/
3. https://www.mialzo.com/

Zippy Link ICT Solutions   **Jan, 2020 – Present**
Software Engineer (WEB & Database Administrator)   2 years Remote and 1 year on job site

DESCRIPTION OF DUTIES:
- Contributing on an administrative level to the management and upgrading of the content on ZL's SharePoint.
- Keeping security processes and procedures installing and configuring in order to keep websites secure.
- Updating the website with the most recent programmes and tools to prevent infections of all kinds.
- Maintaining control over the web servers, hardware, and software to guarantee proper operation.
- Ensuring that the website is current, reliable, and easy to use for the intended audiences.
- Providing technical support to database and networking teams of Zippy Link.
- Establishing and maintaining databases and strong connections with all project partners.
- Assisting IT unit on the IT equipment quality check-up and giving instruction on its proper usage.
- Responsible for generating statistical reports based on the manipulation of the database systems.
- Creating and updating effective IT strategies for the organization and overseeing its implementation.
- Responsible for accounting any issues within application for supporting and reporting it to the relevant development teams.
- Responsible for conduct training for the organization staff utilizing different tools during project implementation.
- Conducting training for Implementing Partner data clerks that utilize our tools for beneficiary registrations when needed.
- Preparing the documents, presentations, and videos to complement training and ease on-boarding of new system users.
- Providing technical support to Implementing Partners, and Financial Service Providers when facing challenges in the system.
- Extracting data in required formats and presenting to the relevant stakeholders and uploading to the existing MIS.

ACCOMPLISHMENTS:
1. Crafted knowledgeable and engaging periodical web content.
2. Developed and implemented the database administration for Zippy Link.
3. Provide technical solutions for different issues that arise in the database.
4. Professional IT support and managing the IT equipment in Zippy Link ICT Solutions.
5. Assist in preparing detailed reports and breakdown of the assistance provided by different stakeholders.
6. Developed and implemented communication strategies and information programs for Zippy Link.
7. Established a strong bond and effective working relationships with client officials and media.
   https://zippylink-web.netlify.app/

Afghanistan Information Management Services (AIMS)   **Apr, 2018 – Jan, 2021**
Web Developer and IT Specialist

DESCRIPTION OF DUTIES:
- Compiled, examined, and presented data on all pertinent matrices of the AIMS website.
- Created web pages, designed the AIMS website, and responded to user feedback.
- Supported the MIS Team for the initial setup, development, and operation of the MIS ecosystem' tools and applications.
- Organized and configured Mobile devices for assistance delivery with dedicated application and integrated with NFC and other biometric software.
- Created and developed the branding for AIMS' publications, newsletters, and other communications materials.
- Managed and updated the website's content for the purposes of operation, upkeep, and future development.
- Worked together with the communications specialists to format, upload, and check the website's material for accuracy.
- Ensured that the website material is original and simple enough for the intended audience to understand.
- Worked with the communications team to make sure the website is functional; information is relevant and updated.
- Responsible for Monitoring & updating the day-to-day inventory list of IT equipment in the ICT store.
- Established and maintained an accurate database as well as a professional connection with all project partners.
- Responsible for setup & installation of multimedia, laptop, screen & other software for Workshops & training.
- Served as Software Developer for AIMS and solved many problems by automating their existing systems.

ACCOMPLISHMENTS:
1. Helped AIMS reduce its costs by 25% by promoting and implementing IT systems.
2. Established an inventory system for AIMS to keep track and inventories of all assets.
3. Successfully Provided 3 IT support training and assisted other teams on digital platforms.
4. Managed and trained a small team of IT and web developers ranging from 5-12.
5. Fully developed and maintained the AIMS Website: https://aims-af.netlify.app/

Experience as a Freelancer   **Sep, 2015 – Present**
Software Engineer (Web Administrator)

RESPONSIBILITIES:
- Monitoring website performance to obtain trends.
- Proposing Web changes to improve site experience.

- Coordinating with management to deploy data models.
- Recommending various types of web analytics products.
- Producing clean, efficient code based on specifications.
- Performing Web data analysis based on business priorities.
- Integrating software components and third-party programs.
- Developing dashboards to present web analytics to clients.
- Working with developers to design algorithms and flowcharts.
- Troubleshooting, debugging, and upgrading existing software.
- Creating technical documentation for reference and reporting.
- Analysing website performances to improve customer experiences.
- Coordinating with Data Analysts to oversee web analysis operations.

OTHER ATTAINMENTS

1. Maintained defined SLA and ensured adherence to system and processes.
2. Developed a robust management system that will take care of day-to-day operations.
3. Entrusted with the sole responsibility of monitoring, maintaining, and improving data centres.
4. Provided a brand-new working environment with faultless connectivity to the corporate network.
5. Keeping up the integrity and continued operations of the IT network including the wireless networks.
6. Ensured all ICT assets (hardware & software) are accounted for within the service management system.
7. Pioneered the set-up of an industry-standard call centre using a market-leading telephony system;
   This includes assisting call centre staff to handle a large number of callers seamlessly.
8. Modified & developed over 7 websites to ensure ideal performance and user-friendly back-end functionality.
9. These are some of my work samples:
   https://www.greenplank.se/ https://www.ecomin.online/ https://www.mialzo.com/ https://black-box-softwares.netlify.app/

PROFESSIONAL CERTIFICATIONS

Microsoft Certified Technology Windows; 2015

Microsoft Oracle DBA; License and Certification

CCNA Cisco Certification; 2014, and **Server + CompTIA Certification**; 2014

MCSE: Server Infrastructure Certification, Microsoft License 7210864; 2014

EDUCATION CREDENTIALS

- **Bachelor of Science in Software Engineering**   **Sep, 2018 – July, 2022**
  GPA = A (3.15/4.0)   COMSATS UNIVERSITY ISLAMABAD, Lahore Pakistan

- **Diploma of Information Technology (DIT)**   **Aug, 2017 – Jul, 2018**
  Percentage of obtained marks (85%)   SUFFA Institute of Information Technology, Pakistan

- **Cisco Certified Network Associate (CCNA)**   **Feb, 2017 – Jul, 2017**
  Percentage of obtained marks (82%)   SUFFA Institute of information technology, Pakistan

- **Web Development & Administration (HTML/CSS/JS)**   **Mar, 2016 – Feb, 2017**
                      SUFFA Institute of information technology, Pakistan

- **FSC (Computer Science)**   **Aug, 2015**
  Obtained Marks: 804/1050   KHYBER Model College, Nowshera Pakistan

OTHER KNOWLEDGE:

Project Management Tools:	Trello, Microsoft Teams, Zoom, and MS Project
Technical Skills:	React-Native (Mobile Application Development)
	Next.js React.js (Web Application Development)
	Node.js (Server-side development), and Java, C/C++, JavaScript, and PHP
	WordPress, HTML5, CSS3, and Botstrap4
	MYSQL, SQL-server, MongoDB, Oracle (Database Management Systems)
	CCNA, CCNP (Networking), and Microsoft Office Suite (Professional)
Linguistic Abilities:	English (Proficiency) Dari (Proficient) and Pashto (Native)