

Enas Ashraf Parkar

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Experience

October 2021 – June 2022

Project Executive – Digital Technology & Product *Emirates India International Exchange L.P.C., Dubai*

- Prepared meaningful reports for the management to make informed decisions and implement business strategies.
- Developed and implemented Microsoft Teams as a communication channel throughout the company, based on department and management needs, with Power Apps and Power Automate.
- Developed and deployed SharePoint sites for management to view weekly and monthly; company, branch and employee performance reports.
- Discussed potential projects and their parameters with management, executives, and software developers.
- Planned the blueprints for software projects, including defining the scope, allocating resources, setting deadlines, laying out communication strategies, and maintenance.
- Ensured each project stays on schedule and adheres to the deadlines.
- Determined and oversee consistent testing, evaluation, and troubleshooting of all products in all stages of completion.
- Tracked milestones, deliverables, and change requests.
- Served as a liaison to communicate information regarding changes, milestones reached, and other pertinent information.

October 2019 – September 2020

Intern – ITS Service Desk *International Air Transport Association (IATA), Geneva*

- Provided user support and customer service through the ITS Service Desk and implemented appropriate solutions.
- Enforced and adhered to all company computer policies.
- Performed Windows Administrator with Exchange Support and Office 365 Support role.
- Created new hire accounts and managed user accounts in the Active Directory.
- Responded to and promptly resolved requests received through the ticket-tracking portal (Service Now and JIRA).
- Performed Workstation setup, maintenance and installation of equipment for users.
- Troubleshooting hardware and software issues that users encounter.
- Documented the activities at the Service Desk, such as creation of user accounts, software installation and other activities.
- Supported in installing and troubleshooting mobile devices, printers and other peripherals.
- Responsible for training new hire at the Service Desk.

Soft Skills

- Dedicated
- Hardworking
- Leadership
- Organized
- Problem-solving
- Team-Player
- Time management

Technical and General Software and Skills

- Active Directory
- Adobe InDesign (Beginner)
- Adobe Illustrator (Beginner)
- API (rest, web) development using .Net
- Microsoft Office 365 Exchange
- Client & server-side JavaScript, PHP
- Microsoft Office Professional Suite
- Microsoft Power BI
- MySQL
- Object-Oriented Programming
- SQL Server Management Studio (SSMS)
- Visual Studio
- Windows Administrator
- WordPress

Experience

August 2018 – September 2019

Web Development and Marketing Intern

Financial Accounting & Management Education (FAME) Training Institute, Dubai

- Designed, developed, and tested the web applications and services following best practices for the Microsoft Office Specialist UAE Championship 2019.
- Collaborated with peers and seniors to create a positive product experience for the clients and to ensure the applications and services are efficiently available.
- Drive innovation through rapid prototyping and iterative development.
- Retrieved and maintained participant data from the website.
- Created and managed the social media content for the championship.
- Conducted meetings and briefing sessions at schools and universities across UAE.
- Created brochures, flyers and other creative content for the championship to distribute across schools and universities.
- Presented meaningful data extracted from the social media platforms using Microsoft Power BI to help make informed decisions.

October 2017 – February 2018

Intern – Software Analyst and Developer

Manipal Academy of Higher Education, Dubai

- Identified issues with current systems or their feature lacks.
- Met with the involved people to create a draft and sketch of the required systems/applications.
- Created and implemented the business systems using HTML, JavaScript and PHP with Client and server-side support.
- Tested the systems, adjusted to requirement and maintained these systems by fixing bugs and improving code based on performance.
- Constantly learning new and better ways to either improve a previous system or create a new one (new programming languages, new methods, new platforms).
- Data input/configuration and debugging.
- Ensured that business systems are accessible and working correctly.
- Identified areas where a new system could improve performance.
- Checked the efficiency before and after a system had been implemented
- Developed business systems that improved the efficiency and quality of work.
- Ensured that controls and data protection settings kept data flow consistent and are accurate.
- Supported the student/faculty feedback process at the University by configuring student and faculty data for the feedback process.
- Presented meaningful information extracted from the feedback process using Microsoft Power BI to help make informed decisions.

Education

August 2018

BSc Information Systems and Management

Manipal Academy of Higher Education, Dubai

CGPA – 8.84/10

Major:

Software Specialization

Electives:

Web Technologies with C#, Recent Trends in IT, RDBMS, Software Engineering, Information Systems and Management, C++ with OOC, Consumer Behavior, Marketing Principles in IT, Project Management

Activities and Achievements

- **1st place** at Microsoft Office Specialist UAE Championship, 2017 in the Microsoft PowerPoint 2013 category
- Participant at Microsoft Office Specialist World Championship, 2017 held in Anaheim, CA, USA
- Certificate of Appreciation as a Software Analyst and Developer at the IT Project Cell, School of Engineering and IT, Manipal Academy of Higher Education, Dubai.
- Participated in 3rd Student Research Colloquium on Advances in Engineering and Information Technology, 2018.
- Participated in 2nd Student Research Colloquium on Advances in Engineering and Information Technology, 2017
- Completed Cisco Networking Academy® Introduction to the Internet of Everything Course
- **3rd Place** Microsoft Office Specialist Pilot Championship UAE, 2016 in the Microsoft Excel 2010 category
- CISCO Field Study Computer Maintenance Work at Manipal University library (January 15, 2016)