

# 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

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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

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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

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- **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)