

## FAROOQ SAEED SIDDIQUI

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## OBJECTIVE

To build a long-term career with opportunities for career growth and to enhance my educational and professional skills in a stable and dynamic workplace.

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## CAREER SUMMARY

Around 6 years of professional experience in Compliance & Implementation of prepackaged ERP systems along with user training, Requirement Gathering and Execution, System Analysis and Software Testing, Data Analysis & Quality Control, and Process Improvement are some domains I have worked on during my tenure as an Implementation Consultant.

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## SKILLS

- Expertise in Analysis of software systems, ERP Management, Implementation, and Support.
- Requirement Analysis and Consultation for Functional Specifications, Impact Analysis, and Traceability.
- Analytical, Testing, Reporting; User Training, and project documentation skills.
- Leadership, Team Management, Motivational Skills, Interpersonal & Communication Skills
- Excellent Communication Skills in English, Urdu, and Punjabi.

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## ACHIEVEMENTS

- Sourcing Requirement gathering and development of Requirement Specification documents for the Material Management, modules in the **HOPE ERP (Hospital Management ERP developed by SKMCH)**.
- KPI Compliance and automation of Reporting process for Market research Data
- Devised strategized mechanism of KPI scoring across ME & P region
- Achieved a rating of **"exceeding expectation"** in FY'18 and FY'19 performance review
  - **Conducted user training for more than 700 end-users along with the Head of the Departments** for streamlined usage of the HOPE and Financial Reconciliation System "Corona"
- Renewed the Market research contract with a key client (Goody KSA) based on extended quality checks.
- Ranked **"Star of the Year"** in the early review for 2019 in Kantar Pakistan.

## PROFESSIONAL EXPERIENCE

**Independent Quality Control Executive – Middle East North Africa and Pakistan – Aug'18 – July'21 (3 Years)**

**Kantar:** A \$4bn+ UK-based World leading Data, Insights, and Consulting Company

**Location:** Karachi, Pakistan

**Company Industry:** Market Research

**Job Role:** Senior Independent Quality Analyst role for KSA, UAE, LEVANT, and Egypt Region

**Key Accounts Handled:** Etisalat, Goody, Samsung, Du, Pepsi

**Key Responsibilities:** Reports to Head of Projects & Quality Standards – Middle East & Pakistan

- Managed the Independent Quality Control team which is responsible for the quality of data analysis across 11+

countries of the MENAP region.

- Random Audits of QC reports and technical reviews for KPI compliance.
- Responsible for account allocation to executives and follow-up for client satisfaction in data scores.
- Responsible for QA/QC Validation and Verification of all studies in the MENAP region.
- Planning and execution of new hire and existing QC department training.
- Strategizing coordination with regional heads for devising uniform standards across MENAP.
- Automation of QC report platform for minimizing reporting timelines and improving data quality.

#### **Implementation Support Consultant - Oct 2015 – May 2018 (2 Year 8 Months)**

**AMFCO International:** Financial Solutions provider with 17 years of existence in the Pakistani market.

**Location:** Karachi, Pakistan

**Company Industry:** Financial Services

**Job Role:** Account Management / Implementation Spearheading / L2 Support

**Key Accounts Handled:** HBL

**Key Responsibilities:** Reported to the Director of Operations

- Operations Management; Client servicing and Walk-throughs; Requirement Analysis for customized solutions
- Management of a team of engineers for new product deployments
- Responsible for L2 Support and Client Satisfaction management ensuring timely handling and response of escalated client-side queries and issues.

#### **System Analyst – ICT / MIS - November 2014 – August 2015 (9 Months)**

**Tabba Heart Institute:** A specialty Cardiac Care Hospital with a proven track record.

**Location:** Karachi, Pakistan

**Company Industry:** Healthcare

**Job Role:** System Analysis / Health Management ERP Implementation

**Key Projects Handled:** PKR 25mn HOPe ERP Hospital Information Management System Implementation / Panacea HMS

**Key Responsibilities:** Reported to Senior Manager ICT

- Responsible for managing overall software flow and L1 support-related issues of **Panacea (Hospital Information Management System)**
- Sourcing Requirement gathering and then the development of Requirement Specification documents for the modules in HOPe ERP.
- Responsible for the liaison and facilitation between client departments and the development team from vendor Shaukat Khanum Memorial Cancer Hospital and Research Centre (SKMCH).

#### **Software Quality Assurance Engineer - Operations - June 2013 – December 2013 (6 Months)**

**Avanza Solutions (Pvt) Ltd.:** A world-renowned global software solutions provider specializing in e-Business and e-Banking solutions.

**Location:** Karachi, Pakistan

**Company Industry:** Financial Services

**Job Role:** Software QA & testing

**Key Responsibilities:** Reported to Assistant Vice President – Quality Assurance (Operations)

- Responsible for designing and executing test cases.

- Responsible for reporting the issues, retesting, and performing regression testing for changes made within the same build.

## EDUCATION

University of Karachi, Pakistan - August 2013  
Bachelor in Computer Science (BS)

DJ Sindh Government Science College, Karachi, Pakistan - August 2006  
Intermediate, FSc (Pre-Engineering)

Saqib Public School, Karachi, Pakistan - July 2004

Matriculation, SSC (Science)

## REFERENCES

Will be furnished upon request.