

Ramal Naeem

BS Computer Science

Results-driven Computer Science Student with good technical skills, a firm grasp of business needs, and understanding of user requirements gathering. Assesses risks, troubleshoots problems, and conducts tests—excellent communication and planning abilities.

Contact

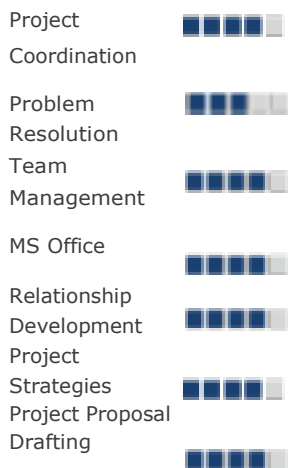
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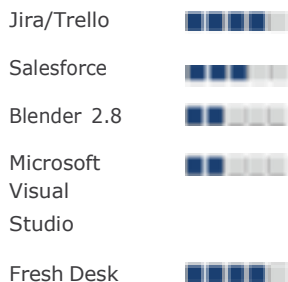
E-mail
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Skills

Technical Acumen



Softwares



Work History

Business Analyst

Dec 2022 - Current

Chaaajao Technologies

- Responsible for analyzing an organization's business processes, systems, and procedures to identify areas for improvement, optimization, and cost reduction.
- Evaluate business processes, identify trends, and identify areas for improvement. They may also use data visualization tools to present their findings.
- Managing projects, including setting project goals, developing project plans, and monitoring project progress.

Business Analyst

July 2022 - Nov 2022

Abtach Ltd, Sindh, Karachi

Analyzed key aspects of the business to evaluate factors driving results and summarized them into presentations. Drafted reports on company financial metrics to assess successes and identified process inefficiencies through gap analysis and outlined sensible solutions.

Projects:

- HVAC: The project is to design & develop a mobile application that allows the technicians to fill out the form and record the state of the HVAC maintenance services, which will generate a service quotation for the client.
- LACKLUSTER: The project aims to design and build a mobile app that will serve as a Vigilance platform for users. Users can record their interactions with law enforcement and upload the audio/videos to the cloud for safekeeping in the event of an incident or confiscation of their device.

Customer Service Representative

June 2020 - June 2022

BEX Global, Karachi, Sindh

- Drove operational improvements which resulted in savings and proved profit margins.
- Address the queries raised by the vendors as well as the riders.
- Managed quality assurance program, including on-site evaluations, internal audits.
- Lead the team of Back office and resolving team issues.



Education

- 2019- Current **Bachelor of Science: Computer Science**
Sir Syed University Of Engineering & Technology - Karachi
- 2016- 2018 **Higher Secondary Certificate**
PECHS Education Foundation College - Karachi



Achievements / Certifications

- International Leadership & Organization Behavior**
University of Bocconi (Coursera)
- Business Analysis & Process Management**
Coursera Project Network
- Project Management: Creating the WBS**
Coursera Project Network