



# Zarafishan Ashiq

Rawalpindi



0316-9038324



[zarafishankhan545@gmail.com](mailto:zarafishankhan545@gmail.com)



[PK1843231](#)



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## Objective

A highly skilled and motivated Project Manager with a proven track record in successful project delivery. I am dedicated to driving project success through effective project documentation, monitoring, bug tracking, Jira management, release notes preparation, email writing, software training, and exceptional communication skills.

## Experience

SEPTEMBER 2022 – PRESENT.

**Shifa International Hospital-Isb – (Project Training/Implementation Coordinator)**

- Extensive experience in project planning, execution, and control.
- Proficient in project documentation, including project charters, proposals, project manuals, project plans, meeting minutes, and schedules.
- Skilled in project monitoring and risk management to ensure timely delivery and mitigate potential issues.
- Proven ability to track and manage bug lists, ensuring timely resolution and quality assurance.
- Skilled in conducting training sessions and workshops for team members and end-users (Consultants, Doctors, Nurses) to facilitate smooth technology adoption.
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### Project Experience

- Lab Management System
- Pharmacy Management System
- Appointment Management System
- Complaint Management System
- Electronic Medical Record for OPD and IPD
- Com-care System
- TCC Health System
- Human Resource Management System
- Job Portal
- Discharge summary Management System
- Employee Portal Management System
- Supply chain Management System
- Inventory Management System
- ER Management System
- FNSD Management System

MARCH 2022 – AUGUST 2022.

**NOBILITY – (Billing Project Associate)**

- Monitoring of Projects “**Practice Management Software**” and “**Employee Portal Software**”
- Maintaining an up-to-date Patient Demographic entry.
- Tracking of reported bug list.
- Responsible for processing Payments, Adjustments, and Denials according to established guidelines.
- Keeping the Track Record of Eligibility Verification with Payers.
- Prepare claim submission with Payers.
- Follow upon the accounts receivable.
- payment posting/adjustment management

## **Skills**

- Project documentation and reporting.
- Preparation of project charters, project proposals, project manuals & meeting minutes.
- Proficiency in CRM to maintain client data and interaction.
- Project monitoring and progress tracking.
- Bug list tracking and resolution.
- Jira management and workflow optimization.
- Preparation of release notes.
- Email writing and communication.
- Software training at all forums.
- Excellent written and verbal communication skills.
- Confident, articulate, and professional speaking abilities.
- Empathic listener and persuasive speaker.
- Creative and factual writing.
- Public speaking and electronic media communication.
- Presentation and negotiation skills.
- Providing specific and constructive feedback.
- Programing skills in HTML, CSS JavaScript, Web development Python, & R

## **Tools and Techniques**

- Microsoft Office 365 Suite (Word, Excel, PowerPoint, Outlook)
- Project management software (e.g., Jira)
- Bug tracking tools (e.g., Bugzilla, Jira)
- Collaboration and communication tools (e.g. Skype, Slack, Microsoft Teams)
- Version control systems (e.g., Git,)
- Agile methodologies (Scrum)
- CRM management
- Risk management techniques
- Change management processes
- Confluence for release notes
- Visual studio
- R studio

# Education

Sep 2022

**Abasyn University – Islamabad Pakistan**

Masters in Data Science.

MAY 2021

**The University of Poonch Rawalakot AJK**

Bachelor of Science (Software Engineering).

**Majors:**

Computer Programming, Web Programming, Human-Computer Interaction, Software Project Management, Formal Methods, Software Testing, Architecture and Design Pattern, Computer Modeling and Simulation.

APRIL 2017

**Jabir Bin Haiyan College - AJK**

Intermediate (Pre-Engineering).

MARCH 2015

**Fauji Foundation Model School & College- AJK**

Matriculation (Science).

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