


Imran Javed

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Objective

To work in a competitive environment that effectively utilizes my analytical, interpersonal, leadership and organizational skills to conceive and achieve solutions. The solutions which help the organization in not only meeting its targets, but also allowing it to grow, thereby, enhancing my own skills as an individual and as a key player in the organization's development.

Professional Career Summary

An experienced team player with excellent communication and interpersonal skills who has the ability to work independently under pressure can lead, motivate and influence others and can train and mentor subordinates.

Skills

Languages	Web Development	Databases
<ul style="list-style-type: none">• C/C++• Java• C #	<ul style="list-style-type: none">• Cold Fusion• HTML• Java Script• ASP Dot Net	<ul style="list-style-type: none">• MS SQL Server 2000• MS SQL Server 2005 

Development Experience

- **The Resource Group (TRG) Private Limited, Lahore, Pakistan**
Analyst Software Engineer
 - From October 2007 to January 2010

Expertise Developed in Job Career.

- **Web Development**

Most of my work is directly or indirectly related to Web Development.

- **Database**

SQL Server 2000 with

1. Complex Stored Procedures.
2. DTS Packages for automated jobs.
3. SSIS of SQL 2005 for Reporting
4. Auto runner jobs for more than fifty clients.

- **Direct Telephonic Communication with Client Services People in USA**

It enhanced my communication skills to be able to work in any multinational company.

Projects in Industry

Live IVR Agent (LIA) for Lehman Brothers USA <http://www.lehman.com/>

Role:

- Application Architect
- Application Developer

Client Details:

- Lehman Brothers, an innovator in global finance, serves the financial needs of corporations, governments and municipalities, institutional clients, and high net worth individuals worldwide. Founded in 1850, Lehman Brothers maintains leadership positions in equity and fixed income sales, trading and research, investment banking, private investment management, asset management and private equity. The Firm is headquartered in New York, with regional headquarters in London and Tokyo, and operates in a network of offices around the world.

Project Details:

- This project deals with 1,608,8229 USA customers. Callers will be calling in response to a mail they received to register to receive notice if and when settlement loans become available. All Complex strands of Loans and benefits policies of Lehman brothers are implemented in this project.
- All calls begin in the IVR and can opt out to a live agent if they are not able to register due to an invalid registration. The mechanism of Toll free numbers has been implemented by programming in an exchange so that a DNIS number is created against each Toll Free number and DNIS number helps in automatically popping up of project screens for an incoming call. So this is the interaction project between customers, TSRs, exchange, Database and programming Logics of Finance Business.

Shop For Art Dot Com: <http://www.shopforart.com>

Role:

- Application Developer
- Application Support Responsible

Project Details:

- This project was developed to provide a complete simulation of a real art shop. This is complete shopping website with cart facility. You can buy online. The most breathtaking feature of this website is to show the preview of images in different moldings, mats and canvases online. This is developed purely in ASP.NET.

Lite 360: <http://www.lite360.com>

Role:

- Application Developer
- Application Support Responsible

Project Details:

- This is also an online shopping website for lights. It has been developed purely in ASP.NET. In this website also, we have simulated real time preview of light items.

BDO'S and RM'S Task Assignment and Monitoring (BRTAM) System for Lehman Brothers USA

Role:

- Application Developer
- Application Support Responsible

Client Details:

- Lehman Brothers as mentioned above.

Project Details:

- This is task assignment and monitoring system is for Business development officers and Relationship Managers distributed in all states of USA. Lehman customer from all over the USA can call on Toll Free Numbers and are taken care by Lehman officers using BRTAM system. BRTAM system keeps in touch with Lehman officers and Lehman customers through independent mechanisms of communication. This system also assigns task by monitoring the work load on each officers in round robin fashion.

PPPOC (Outbound) System for AT&T USA

Role:

- Application Developer
- Application Support Responsible

Client Details:

- AT&T Inc. is the largest communications holding company in the United States and worldwide, by revenue. Operating globally under the AT&T brand, AT&T is recognized as the leading worldwide provider of IP-based communications services to businesses and the leading U.S. provider of wireless, high speed Internet access, local and long distance voice, and directory publishing and advertising services. As part of its "three screen" integration strategy, AT&T is expanding video entertainment offerings to include such next-generation television services as AT&T U-verseSM

Project Details:

- This project was developed to offer incentives to old customers of AT&T. The calls were made through an automatic dialer controlled by programming. This automatic dialer dials the numbers

by getting values from database and transfers the calls to TSR when it is connected. Otherwise it marks as busy, hung up or not answering in the data base table depending upon the situation. The lead record is marked as complete only if TSR completes the call without any issue. The callback scenarios are automated by automatically dialing at specific times and the annoyed customer scenario is also tactfully resolved by using this system. This provides a tremendous help to call agents to minimize the hassle of manual dialing and keeping track of millions of customers.

JASCO Uniform private limited (USA). <http://www.jascouniform.com/index.cfm?>

Role:

- Application Developer
- Application Support Responsible

Client Details:

- JASCO Uniform is the USA's leading company is Uniforms for medical needs. It prepares all sort of stuff for Nurses and doctors with embroidery, personalization and engraving.

Project Details:

- This project was developed to handle the inventory and catalog records and place order on phone links. All the business logics for shipping, billing ordering and taxing etc were handled in this. The call routes to a 800 number and then this project automatically pop up.

Epic Hearing Service Plan. <http://www.epichearing.com/>

Role:

- Application Developer
- Application Support Responsible

Client Details:

Ear Professionals International Corporation (EPIC Hearing Healthcare) was formed to address the relative lack of value hearing care receives in the general marketplace. Hearing loss is developing into the next great epidemic as the U.S. population ages and lives longer. And noise exposure in all areas of life from work to play is increasing the likelihood of hearing loss. Through its national network, EPIC coordinates hearing care with any existing allocations or partial health coverage to ensure that total hearing healthcare services are available and provided.

Project Details:

- This project was developed to handle the inventory and catalog records and place order on phone links. All the business logics for shipping, billing ordering and taxing etc were handled in this. The call routes to a 800 number and then this project automatically pop up.

Production Support for the following Online Projects.

- **America Test Kitchen. <http://www.americastestkitchen.com/>**
- **JASCO Uniform Private Limited. <http://www.jascouniform.com/index.cfm?>**
- **Lehman Brothers USA. <http://www.lehman.com/>**
- **Community Health Plan <http://www.communityhealthplan.org/>**
- **And 30 more small Clients**

Teaching Experience

- I have 19 years of teaching experience at University level to teach students of Software Engineering / Information Technology / Computer Science/ general IT subjects.
- At present I am teaching as regular Assistant Professor of IT (www.pucit.edu.pk).

Administrative Experience

I have 9 years of administrative experience in University of the Punjab (www.pu.edu.pk):

- As **Additional Registrar** of University of the Punjab (administrating Some 6500 (all non-teaching staff of all cadres/scales)).
- As **Secretary Hall council** of University of the Punjab (administrating 10000 boarded Students (Male/Feale) living in a network of 28 Hostels Plus 400 staff members and officers).
- As **Superintendent / Warden** of different boy's hostels having 300 resident students from multiple educational departments.
- As **Exam Coordinator** of one of the largest IT college in the country. (www.pucit.edu.pk)

Education

I have always obtained Frist Division (at least) throughout my academic career:

- **Ph.D.** Computer Science (IN PROGRESS) (Session 2019-2022)
- **M.Phil.** Computer Science (2012-2014)
- **M.Sc.** Computer Science (1999-2001)
- **P.G.D.** in Computer Science (1998-1999)
- **B. Sc.** With Math and Physics as majors (1994 -1996)
- **F.Sc.** Pre-Engineering (1992 -1994)
- **Matric** with Science Subjects (1990-1992)

Hobbies

History, Politics, Sports, Books reading.