

Mubeen Rafay

Doha (Valid QID with NOC)

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PROFESSIONAL PROFILE

Dedicated and Experienced Software Engineer with over 8 years of Professional Experience. Extensive Understanding of Modern Software and Computer Systems. Skilled in Technical Documentation, Brand Management, Quality Assurance, Project Management, Client Communication, Budget Management, Market Research and Vendor Management.

PROFESSIONAL EXPERIENCE

IT Assistant

Talabat, Doha, Qatar / September 2023 – Present

Summary of Key Tasks Performed:

- Administration of Online Portal of Grocery Items.
- Management of Stock Levels, Descriptions and Prices of Items.
- Maintaining Sheets for Various Food and Non-food Items.

IT/ERP Administrator

Davis Pharmaceuticals, Islamabad / October 2020 – February 2023

Summary of Key Tasks Performed:

- Administration of Business Procedures such as Procurement and Sales Operations.
- Generation of Balance Sheets for Different Business Activities.
- Generation of Profit and Loss Statements/Jasper Report Generation.
- Monitored System Performance and Usage to ensure Reliability.
- Conducted User Training Sessions for Employees of the Organization.
- Maintaining and Updating System Documentation.
- Administration of server infrastructure, including configuration, monitoring, and security.

IT Administrator

AbsoIndigo Pvt. Ltd, Islamabad / July 2018 – September 2020

Summary of Key Tasks Performed:

- Ensuring Reliable Operations of Computer Systems and Servers.
- Monitoring of Database Activities and Performance.
- Installation of Different Software, Drivers and Devices to Ensure their Availability for Use.

- Installation and Configuration of Firewalls to Ensure Cyber Security.
- Training of Staff to Ensure their Ability to Use Existing and New Systems.
- Troubleshooting Hardware and Software Applications to Resolve Operational Issues.
- Conducting Security audits and Vulnerability Assessments to Identify and Address Potential Risks.

Technical Writer/Content Creator

Orbit Systems, Islamabad / September 2016 – June 2018

Summary of Key Tasks Performed:

- Produced Content for SRS of a Pharmaceutical Management System.
- Documented End-User Manuals for different Software.
- Documented Specialized Product Descriptions.
- Creation of Research-based Content for Nursing, Technology, Artificial Intelligence and Others.
- Writing Technical and Non-technical Research Papers.
- Editing Training Materials for Intended Audience.
- Formulated various Questionnaires related to Information Technology.

Customer Service Representative

Telex BPO, Rawalpindi / June 2014 – September 2014

Summary of Key Tasks Performed:

- Worked on Australian Injury Claim/Compensation Project.
- Communicated with Australian Clients regarding their Accidental Injuries.

EDUCATION SNAPSHOT

Master's in International Relations (2019)

University of Sargodha, Sargodha

Bachelor's in Computer Software Engineering (2016)

Foundation University, Islamabad

ADDITIONAL SKILLS

- Exceptional Grip on English Writing
- Documentation of Software Systems
- Creation of Technology Related Content
- Proficient in Microsoft Office 365
- Adobe Photoshop, Corel Draw and Illustrator
- SAP-ERP
- Employee/User Training and Education
- **Having a Valid Qatari Driving License (Car)**