

PROFESSIONAL PROFILE

A Competent, intelligent, and motivational professional with 15+ years of experience in Information Technology Systems as lead software engineer, designer, developer, deployment engineer, tester, and production support. Results-oriented IT professional with expertise in Software Development Life Cycle (SDLC) phases that include Planning Process, Test Design, Performing Test, Defect Tracking and Management, Quantitative Measurement, Test Reporting. Designed, developed, deployed and supported call center technology that involved CTI and IRV including complete Avaya Interaction Center product line. Deployed and maintained VOIP (IP-PBX). Self motivated and an innovative thinker, consistently pursuing new challenges to stretch abilities, expand knowledge, and bring greater return to employers. Excellent communication, interpersonal, analytical skills. Ability to handle multiple tasks and work independently as well as in a team.

- Developed APIs using .Net platform
- Developed processes to support Interaction Center
- Deployed and supported 80+ Avaya Interaction Center (IC) UNIX servers in 10 countries.
- Deployed and supported mortgage application at more than 150 nationwide branch offices.
- Developed IVR/CTI interfaces with CRM Applications using Object-Oriented approach.
- Developed processes using .Net platform
- Project Planning
- Scope of Services
- Project Resource Planning
- Developed detailed Test Plans and Test Cases
- Execution of test cases
- Created and managed defects
- Hands-on using HP Quality Center as user and administrator
- Awarded U.S. Patent 7076032
- Designed, developed and deployed VOIP (Asterisk)

TECHNICAL / COMPUTER SKILLS

Languages	Power Builder (5 years) C#.Net (4 years) , VB.Net(4 years), ASP.Net(3 years) , SQL (10 years), VBScript (5 years), JavaScript (2 years), C/C++ (5 years) , XML (3 year), PL/SQL (5 years), HTML (8 years), Unix Shell (6 years), IVR Scripts (3 years)
Software	Visual Studio (97/6.0/.Net/.Net 2003, 2005, 2008), Source Safe, MS Office 95/98/2003/2007, PVCS, Crystal Reports (4 years)
RDBMS & Tools	SQL Server(2000/2005/2008) , SSIS, Oracle(8.1.7, 10.1.0) , Informix, Sybase, Access, Toad
Technologies	Web Services, SOAP, COM, DCOM, ADO, RDO, DAO, OLE DB, ODBC, ActiveX, Win32 API, IIS
Environments	Windows 3.x/95/98/ME/NT/2000/XP/Vista/7, UNIX, Linux, Sun Solaris, HP-UX, AIX
Methodologies	Web Services and Service Oriented Architecture (SOA), Object Oriented Software Construction (Analysis, Design, Programming), Design Patterns, Use Cases
Testing Tools	Win Runner, Mercury Quality Center, Load Runner
Documentation	Lotus Notes, Microsoft (Excel, Publisher, Word, Power Point, Front Page)
Telecommunication Project Management	Definity Avaya PBX, Asterisk IP-PBX, Avaya Interaction Center and IVR.
Network Tools	MS Project, IDE StP, S-Designer, Project Workbench
ERP (SAP)	FTP, SFTP,
Business Domain	SAP R/3, SAP ECC 6.0 HealthCare, Mortgage, Credit Card Transaction, Call Center

2021 Brighton Bay Trail
Jacksonville, FL 32246

Khadim Hussain
(US Citizen with Active TS/SCI Security Clearance)
KhadimHussain@yahoo.com

Home: 904.410.6643
Cell: 904.616.1585

PROFESSIONAL EXPERIENCE:

Khadim Information Services; Jacksonville, FL

2009-Current

Khadim Information Services is an Information Technology Solutions Company that provides hardware and software implementation and support for small to medium size businesses.

Senior Consultant

Managed **SSIS** migration from the start and standardize without the coding. Applied rules and best practices across all SSIS migration packages allowing for easy deployments, auditing, monitoring, and reporting on SSIS migration. Designed and developed and deployed financial record keeping application for non-profit organizations using Power Builder and Power Builder Foundation Class Library (PFC).

- Developed SSIS Packages and added complex functionality to your package in **VB.net/C#**.
- Designed and developed financial application using ASP.Net and PowerBuilder development environment.

Software was deployed on network of Intel based computers using Power Builder, Microsoft Windows and **SQL Server, SYBASE** System II and SQL Anywhere databases in client/server environment.

Convergys Corporation; Jacksonville, Florida

1998-2009

Convergys is a leader in relationship management; it provides solutions that optimize the everyday interactions between customers and employees.

Senior Technical Consultant

Designed, developed, implemented and supported CTI applications for Convergys clients seeking to improve their productivity and caller satisfaction through automation. Projects involve analyzing existing call center operations (screen pops and telephony tool bars etc), CTI call associated data and business application integration with IVR and contact center workflow. CTI solution includes integration with CRM applications for automated screen pops and CTI data sharing.

- Upgrade CTI Application platform from .NET Framework 1.1 to 3.5 - Worked as a project lead to upgrade existing desktop framework source code from .NET Framework 1.1 to Framework 3.5 with all dependencies.
- CTI Directory Services - Developed a web based directory service to aid in using one common set of switch link and server names. Also developed an administrative GUI utilizing ASP.NET and C# that will provide the functionality to retrieve data from Oracle database and present it to the user in a web browser for maintenance and administration.
- Automated the Convergys Desktop Framework (CDF) Build Process - This process has eliminated unreliable and inconsistent software releases. The NANT script retrieves the latest source from SourceSafe, compiles various components, packages them and makes them available for final release and deployment. The tools used for this project includes NANT (ant for .NET) and MSBuild.
- Created project plan with major milestones to manage SAP HCM Global implementation.
- Documented scope of services for testing that helped the project to estimate the testing effort
- Created resource planning document based on the scope of services
- Created 60+ pages "Detailed Test Plan" document used as guideline during testing phases
- Created 30+ pages "On-Boarding" and "Design Document Hand-off" to support testing
- Reviewed and provided feedback on 500+ pages "Master Testing Strategy" document
- Conducted Walk-through to verify all the Business/Technical Requirements.
- Led test scripts execution team to execute (eCase, OM, PA) and logged defects in HP Quality Center
- Executed "Succession Planning" test scripts and logged defects in HP Quality Center

2021 Brighton Bay Trail

Jacksonville, FL 32246

Khadim Hussain
(US Citizen with Active TS/SCI Security Clearance)
KhadimHussain@yahoo.com

Home: 904.410.6643

Cell: 904.616.1585

- Led defect resolution team to resolve the defects and re-test the components
- Administered HP Quality Center (HPQC) and setup the initial project for all documentation purposes
- Managed the product (HPQC) to meet all project needs for reporting purposes
- Recruited right resources for each task on the project

Software was deployed on a large network of UNIX and Windows based computers using CTI, AVAYA Interaction Center, Lucent (Avaya) Conversant based IVR Script Builder, C#, **ASP.Net**, **Visual C++**, Visual Basic, Java Scripts, **Power Builder**, CITRIX, MS Excel, Paradox, **MS SQL Server** and **ORACLE** Relational Databases.

Bank of America formerly Barnett Technologies, Inc.; Jacksonville, Florida 1996-1998

Technical Lead Analyst

Led teams of highly technical software developers for development and support of mortgage origination software used by the bank saving more than 15% of the budgeted amount.

- Developed and implemented mortgage origination software at 150+ branch computers nationwide
- Obtained user concurrence and sign-off on requirements and implementation plans
- Handled multiple projects at a time and completed within budget and time frame.
- Provided production support on 150+ branch computers nationwide.
- Designed and developed trouble ticket tracking system to keep track of trouble reports
- Designed the system using S-Designer for data modeling and Power Builder PFC for development

Software was deployed on a large network of Intel based computers via Novell NetWare using Power Builder, Microsoft Windows and SYBASE System II and SQL Anywhere databases in client/server environment. The software was controlled through PVCS version control and delivered using TIVOLI over the BLIN network.

AT&T Universal Card Services; Jacksonville, Florida 1992-1996

Systems Lead Engineer

Provided technical solutions to mission critical applications developed for credit card business.

- Led team of developers, designed and developed application for Claims department to collect fee from merchant banks for non receipt drafts increasing collection more than 30%. The saving to the organization was over \$200,000 per year.
- Designed and developed application for fraud investigation team to prepare the fraud cases that are used to investigate and collect money lost in fraudulent credit card transactions. Savings exceeded over \$300K.
- Designed and developed application enabling timely notification about fraudulent credit card transactions. Saving over \$250,000 was realized.
- Designed and developed journal ledger application to adjust journal ledger and export data to ORACLE financial reducing paper work by 50%.

Software was deployed on a large network of a two thousand Sun Workstations and PCs via Novell NetWare using Power-Builder, UNIX/C, MS/X Windows and ORACLE database in client/server environment.

IBM; McDonnell Douglas; USDA; CSC; AT&T Bell Labs; 1988-1992

- Designed and developed a translator to migrate mainframe graphics data to ORACLE database
- Designed and developed systems for Army Computer Aided Acquisition and Logistic Support System (Army CALS). Designed Telecommunications Specifications and Interfaces.

2021 Brighton Bay Trail

Khadim Hussain
(US Citizen with Active TS/SCI Security Clearance)
KhadimHussain@yahoo.com

Home: 904.410.6643

Jacksonville, FL 32246

Cell: 904.616.1585

-
- Tested and Supported Centralized System Management (CSM) system that provided user interface to administer the integrated electronic switches (PBXs) such as: Dimension and Definity PBX
 - Developed and taught various UNIX/OS based courses such as: C Language, Bourne Shell, EX/VI Editors and UNIX overview.

CORPORATE TRAINING

ERP SAP: SAP R/3 (Systems Applications Products) Administration, Business Processes in HCM (HR050), mySAP ERP Architecture, SAP Overview, SAP Net Weaver, ABAP Fundamentals

SDLC: Software Development Methodologies (Convergys SDLC, AT&T SDM, MDC SDM, Andersen Method 1)

Languages: **Power Builder**, C#.Net, **ASP.Net**, ADO.Net, C Language, UNIX Shell Programming, Object Oriented Design/Development using C++, UNIX System Administration, Structured Query Language (SQL and PL/SQL)

Telecommunication: Computer Telephony Integration (CTI), INTUITY CONVERSANT Voice Information System Script Builder Programming

Project Management Tools: Project Management, Computer Human Interface (Design), Data Requirements Analysis Modeling

Other: Six Sigma and the Corporate Enterprise and P. Q. M. I.

AWARDS

U.S. Patent #7076032, "Methods and System for Processing Telephone Calls by Interactive Voice Response Systems (IVR)" A methodology for processing calls between CTI, and IVR server and script server where by all the business logic resides. The IVR server merely plays verbiage and passes data to the script server and can be used for multiple clients. It enables Convergys Employee Care to develop all the business logic on SAP and pass instructions to the IVR to play speech, collect data via touch-tone and pass it to client application.

EDUCATION:

Master of Business Administration (MBA), Nova Southeastern University, Fort Lauderdale, FL
Master of Science in Computer Science (MS CS); the City University of New York, NY
Bachelor of Science in Engineering (BS), University of Engineering and Technology, Lahore, Pakistan