

SYED ABDUL RAFAY ALI

ASSOCIATE CONSULTANT

Linkedin Profile

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PROFILE SUMMARY

Experienced IT professional with 6+ years in customer support and integration projects for global clients like Unilever (including Indonesia), Colgate Palmolive, Shell Pakistan, and Tapal Group. Specialized in gathering requirements, overseeing UAT/SIT testing, troubleshooting, bug fixing, and release management. Adept at ensuring data accuracy, coordinating with technical teams, and maintaining seamless client communication. Committed to delivering high-quality results and fostering strong client relationships. Available 24/7, offering valuable contributions to any IT team.

SKILL

- **Operating Systems:** Windows, Mac OS
- **Database Management:** SQL, Microsoft Reporting Services
- **Client Services & Support:** Requirement Gathering, Technical Support, Client Communication
- **Testing & QA:** UAT, SIT, Bug Fixing, Data Validation, Integration Testing
- **Release Management:** Compilation, Deployment, Sanity Testing
- **Microsoft Office Suite:** MS Project, Visio, Excel, Word, Power Point
- **Relationship Management:** Time Management, Team Collaboration, Strategic Planning
- **Communication Skills:** Verbal and Written (English)
- **Problem Management:** Issue Identification, Troubleshooting, Root Cause Analysis
- **Adobe Tools:** Premiere Pro, Photoshop, Illustrator, After Effects, Audition
- **Video Editing & Digital Content Creation:** YouTube, Content Writing, Blogging
- **Website Design & Development:** HTML, CSS, WordPress
- **Project Managment Tools:** Jira, Service Now, Remedy, Microsoft Teams Foundation
- **Browsing Expertise**

EDUCATION

Bachelors of Software Engineering (BSSE) Virtual University Of Pakistan	2020-2024
ACCP Diploma (Aptech Certified Computer Professional) APTECH Sharah-e-Faisal	2016-2019
Intermediate (Pre Engineering) Degree Science College Liaquatabad (BIEK)	2014-2016
Matriculation (Computer Science) St. Lawrence Boy's High School (BSEK)	2001-2014

WORK EXPERIENCE

ASSOCIATE CONSULTANT - CENTEGY TECHNOLOGIES	2024 (JAN) - PRESENT
<ul style="list-style-type: none">• Expert in supporting Unilever Global's sales & distribution system, ensuring Go-Live success.• Proven abilities in client communication, issue resolution, and system optimization.	
IMPLEMENTATION CONSULTANT - CENTEGY TECHNOLOGIES	2019 (FEB) - 2023 (DEC)
<ul style="list-style-type: none">• Led Unilever Global sales system support, ensuring smooth deployments and swift issue resolution.• Maintained 24/7 availability, enhancing client relations and optimizing systems.	
INTERNEE - CENTEGY TECHNOLOGIES	2018 (JUL) - 2019 (JAN)
<ul style="list-style-type: none">• Handle incidents, service requests, and permanent fixes.• Test and deploy new versions on QA & PROD environments.• Provide resolution & troubleshooting of issues faced by clients.	