**Fatima Khaliq**

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**Executive Summary**

**Introduction**

This summary outlines the core competencies, professional experience, and community contributions of Fatima Khaliq, an accomplished IT professional and dedicated community coordinator. With a strong foundation in technology and a passion for fostering community engagement, I bridge the gap between technical expertise and community development. Combining a wealth of technical knowledge with a genuine dedication to community service. With a strategic vision focused on integration, accessibility, and innovation, I am well-positioned to continue driving positive change both within the IT industry and the broader community.

* **Professional Expertise** With over 3 years of experience in the IT industry, results-driven Business Analyst with a proven track record of supporting successful application development projects. Adept at collaborating with stakeholders to gather and document requirements, analyze business processes, and ensure seamless communication between business and technical teams.
* **Community Coordination** Beyond technical prowess, I am deeply committed to community engagement, serving as a coordinator for several local initiatives.

**Dar-us-Sakina,** Houston, Texas 06/2024 – Present

**Community Engagement Coordinator**

Dar-us-Sakina is a nonprofit organization dedicated to inclusion of individuals with disabilities in the Muslim community of Houston.

* Conducting outreach with local mosques, organizations, and entities to increase awareness regarding Dar-us-Sakina’s programs and services
* Tabling and representation of Dar-us-Sakina at conferences and community gatherings
* Strategic marketing of brand in community to support fundraising efforts
* Collaborating with staff to assign trained volunteers to geographic and age-appropriate opportunities
* Utilizing existing and new channels to attract participants to enroll in Dar-us-Sakina’s volunteer programs
* Onboarding new volunteers and coordinating their training
* Develop and execute comprehensive social media strategies across platforms including Facebook, Instagram, and WhatsApp
* Monitor social media channels and respond to user comments and messages in a timely manner
* Create and curate engaging content to drive user engagement and increase brand visibility
* Coordinate with influencers and brand ambassadors to expand reach and engagement
* Analyzed social media performance metrics and provided insights for optimization
* Collaborating and maintaining connections with other organizations and groups to support volunteer recruitment initiatives

**Suhbah Institute – Sisters Chapter,** Houston, Texas 10/2023 – Present

**Administrative Assistant Volunteer**

At Suhbah Institute, our mission is to accompany and inspire individuals along their journey of growth by providing quality, nurturing and easily accessible Islamic learning that is applicable to our ever-changing lives and circumstances.

* Managed social media calendars, ensuring consistent and timely content delivery.
* Proficient in managing office tasks, organizing meetings, and handling communication.
* Fostered community engagement through timely responses and interactive content.
* Managed internal and external communication channels, ensuring consistent and effective messaging.
* Created engaging content through Canva, including graphics, videos, and written posts

**ICI (Islamic Center of Irving),** Irving, Texas 12/2022 – 05/2023

**Food Pantry Volunteer**

The Islamic Center of Irving was established and registered as a non-profit 501C organization in 1991 in the state of Texas, USA. The center had a humble beginning and has moved from various locations to the current facility on Esters Road.

* Monitored expiration dates for food donations on a regular basis.
* Organized and sorted food donations. Maintained donation area clean and safe.

**Caterpillar,** Mossville, Illinois 07/2021 – 10/2022

**Business Process Lead (Remote)**

Caterpillar Inc. is an American construction equipment manufacturer. The company is the world's largest manufacturer of construction equipment. My main tasks at Caterpillar pertained to being a process owner for Teamcenter Reporting and Analytics (TcRA) - a Business Intelligence application, created PowerBI reports and conducted ad hoc reports. Process owner for Chatbot - digital assistant for Teamcenter’s ticketing and FAQs. In addition, to leading several digital thread projects to completion.

* Business process expert involved in defining the business processes and performing any business process re-engineering required before the application is designed from a technical perspective.
* Work with the Process Architecture & Execution Manager(s) and other planners to assess current capabilities and identify high-level customer requirements.
* Work with the project managers, architects, and other team members to define metrics and performance goals for the applications.
* Collaborated with cross-functional teams including manufacturing, quality, and procurement to ensure design feasibility and manufacturability
* Participate in transitioning the requirements and use cases to the designers and ensure a clear and complete understanding of the requirements.
* Implemented data cleansing techniques such as deduplication, standardization, and validation to resolve data issues
* Assist in translating requirements and use cases into test conditions and expected results for product, performance, and user acceptance testing.
* Worked closely with engineering, manufacturing, and procurement teams to ensure accuracy and completeness of BOM data
* Reviewed engineering drawings and specifications to extract BOM information and validate against product requirements
* Analyzed business processes to identify inefficiencies and recommended automation solutions using Power Automate and other Power Platform tools.
* Lead multiple process areas within Product Lifecycle Management (I.e., Bill-of-Material management, Configuration management, CAD file management, Engineering Change management), as necessary.
* Involved in requirement gathering and providing solutions to build data model design for Teamcenter and Reporting Analytics.
* Conducted data validation and quality assurance checks to ensure accuracy and completeness of data sets
* Assisted in the development and execution of SQL queries in Snowflake to analyze and visualize data for business intelligence purposes
* Maintained accuracy and completeness of data records.
* Conducted data governance on Teamcenter and created dashboards via PowerBI for end users to be utilized in an enterprise resource planning (ERP) tool.
* Worked with stakeholders to conduct Product data management to migrate to an enterprise resource planning (ERP) system.
* Used advanced chart visualizations in Tableau—such as dual axis, box plots, bullet graphs, treemaps, bubble charts, and waterfall charts—to solve complex problems and to create interactive dashboards and visualizations.
* Designed and built dashboards for use and monitored performance metrics while maintaining existing dashboards for accuracy and efficiency and incorporating changes using Tableau.
* Gathering requirements for data governance related projects and data quality dashboards utilizing Power BI.
* Product owner of reporting elements (Teamcenter & Reporting Analytics) conducting testing, **validation**, ad hoc report requests from business.

**Environment**: Teamcenter, Oracle Database, Polarion, UML, MS-Project, MS-Office Suite, MS Visio, Microsoft SharePoint, Agile, Tableau, Creo/NX/Teamcenter, Microsoft Teams, Snowflake, Power BI, Teamcenter reporting and analytics etc.

**MAS DC (Muslim American Society),** Washington, D.C.

**Community Outreach Coordinator** 06/2020 – 07/2021

MAS is an organization that is recognized nationally as a movement that promotes involvement in communities through youth programs and interfaith initiatives.

* Work with the management team to develop and implement initiatives that increase organization visibility within the surrounding community.
* Maintain a calendar of outreach activities, including community events, workshops, appearances, and other communication opportunities.
* Prepare an annual budget for community outreach activities.
* Nurture new and old relationships with collaborative partners.
* Provided administrative support to various departments.
* Schedule regular outreach exhibitions in the community and educate employees on community responsibility.
* Assist in the organization of special events, including donor/volunteer appreciation events and other initiatives.
* Registers each resident who visits the pantry; providing them customer service that adheres to equal rights guidelines.
* Collected and transported a variety of food donations from various community locations.

**Baxter**, Deerfield, Illinois 06/2019 – 04/2020

**Sr. Business System Analyst**

Baxter International Inc. is a Fortune 500 American health care company headquartered in Deerfield, Illinois. The company primarily focuses on products to treat hemophilia, kidney disease, immune disorders and other chronic and acute medical conditions. My main projects were to facilitate Teamcenter upgrades and enhancements, manage requirements and documentation for various assignments, analyze and report on ad-hoc requests for Teamcenter usage and data, along with many other tasks involving Baxter and its enterprise-wide technology objectives.

* Served as a liaison between the business and IT, responsible for identifying, analyzing, and evaluating existing and proposed business processes and user requirements for Siemens Teamcenter related projects (PLM).
* Managed requirements and use cases for making Baxter software including Teamcenter to be compliant with new EuMdr regulations.
* Conducted end-to-end testing comparing Teamcenter upgrade configurations to Active Workspace Client (AWC) configurations to validate data and enhance the user experience by making it uniform throughout all platforms.
* Implemented BOM change requests and revisions in accordance with engineering change management processes
* Worked with the business to assist in technology integration to ensure company goals were being met.
* Collaborated with business users to translate their needs to design business processes and translate it into system requirements.
* Participated in various planning and design sessions with Siemens as the Technical Lead from Baxter on implementing Schedule Manager.
* Created flowcharts for business process analysis and improvement. Analyzed existing system requirements and business flows using current systems engineering methods and technologies.
* Gathered business requirements through workshops, meetings, and individual information gathering sessions.
* Developed value propositions for partners, solicited their participation and obtained their commitment to work jointly on team initiatives.
* Configured role-based user settings for Active Workspace Client (AWC) implementation.
* Assisted with the development of system documentation, training materials, communication materials, demos, etc., in preparation for a global deployment.
* Worked with the Project Manager on keeping track of project status, deadlines, environment requests, and compliance issues.
* Actively participated in weekly scrum meetings to analyze the progress and maintain burn-down charts.
* Worked with software developers on the design and specification of features. Performed business and system analysis and prepared initial business requirements and user requirement specifications.
* Developed technical documents and presentations to communicate plans and results to a technical team.
* Wrote test cases and participated in System Integration Testing (SIT), User Acceptance Testing (UAT), and Performance Qualifications (PQ) testing, Sanity Testing and Regression Testing.

**Environment:** Teamcenter, Oracle Database, HP ALM, UML, MS-Project, MS-Office Suite, MS Visio, Microsoft SharePoint, Agile, Microsoft Teams, etc.

**Bombay Curry Company,** Alexandria, VA

**Assistant Manager** 10/2014 – 01/2019

Bombay Curry Company is a 40-seat neighborhood Indian restaurant in the Del Ray section of Alexandria, Virginia. Currying flavor since 1995, with good food and fair pricing.

* Maintained high standards of customer service during high volume, fast-paced operations**.**
* Handled all inventory control and stock ordering.
* Resolved complaints promptly and professionally, took initiative to find extra tasks when scheduled duties were completed.
* Utilized the company’s product offerings to contribute to the monthly sales increase.

**EDUCATION**

Campbellsville University, Louisville, KY

* Master of Science in Information Technology Management (GPA: 3.6), June 2023
  + Relevant Coursework: Cyber Security, Project Management, Team Management, Disaster Recovery, Emerging Technologies

Strayer University, Alexandria, VA

* Bachelor of Science in Information Systems; Concentration in Technology Management (GPA: 3.5), September 2018
  + Relevant Coursework: Project Management, Business Analysis, Technology Management, Database & Application Design, Network Analysis, IT Security, Risk Management

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**Certified SAFe® 5 Product Owner/Product Manager (May 2022)**

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