

# Maleeha Asif Ali

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## WORK EXPERIENCE

### TransUnion

Chicago, IL

Project Manager

December 2021 – June 2024

- Led cross-functional teams and developed detailed project plans to deliver key operations and customer success projects, ensuring alignment with business objectives and completion within scope, time, and budget.
- Collaborated with 20+ stakeholders and customers to identify needs, propose solutions, and optimize workflows, resulting in a 25% increase in customer satisfaction and a 30% rise in upsell opportunities.
- Managed client setup, issue resolution, and system downtimes using Jira, applying Scrum methodologies to prioritize and lead project planning and execution, improving project delivery times by 20%.
- Acted as the primary point of contact for clients, coordinating with cross-functional teams to diagnose and resolve issues promptly, ensuring seamless service delivery and fostering long-term client relationships.

### Priceline

Dallas, TX

Technical Analyst

September 2021 - December 2021

- Diagnosed and resolved 100+ technical problems related to bookings, payment processing, and system errors, enhancing user experience and achieving a 98% issue resolution rate.
- Utilized New Relic to proactively identify, troubleshoot, and escalate system performance issues, minimizing downtime and ensuring optimal service levels.
- Executed API requests to interact with third-party services and troubleshoot integration issues, enhancing overall system functionality.
- Collaborated with cross-functional teams to address customer downtime and website outage incidents, ensuring timely resolution and clear communication with stakeholders.
- Managed and optimized asset inventory, overseeing the allocation of 200+ assets, ensuring compliance with company policies, and contributing to a 10% reduction in operational costs.

### RapidSOS

New York, New York

NOC Engineer

May 2020 – October 2022

- Utilized monitoring tools to track system health and proactively identified potential issues, minimizing service disruptions by 20% and improving response times.
- Responded to alerts and incidents in real time, diagnosing and resolving network and application issues to maintain optimal system performance and uptime.
- Collaborated with cross-functional teams, including DevOps and IT, to troubleshoot complex issues, deploy fixes, and ensure continuity of service.
- Generated detailed incident reports and documented root cause analyses, contributing to a 15% decrease in recurring issues through continuous improvement initiatives.

### New York Department of Education

Staten Island, New York

Technical Support / Asset Management

February 2017 – December 2020

- Manage and track inventory of IT assets, ensuring 100% accountability and leading to cost savings through efficient asset utilization.
- Provided technical assistance and support for 200+ hardware, software, and network system issues for staff and students, achieving a 95% satisfaction rate.
- Diagnosed and resolved technical issues both remotely and on-site, ensuring minimal disruption to educational processes and achieving a 90% first-contact resolution rate.
- Collaborated with IT teams to diagnose system outages and network issues, restoring services promptly to maintain operational continuity.

## EDUCATION

### Valparaiso University

Valparaiso, IN

MS in Information Technology & Project Management

Graduation Date: June 2025

- Specialization in Project Management & Business Analysis

### City University of New York - CSI

Staten Island, NY

BS in Computer Science

Graduation Date: June 2020

- Relevant coursework in Software Engineering and Data Management

## SKILLS & CERTIFICATIONS

**Skills:** Microsoft Office (Excel, PowerPoint) | SaaS | SQL | Tableau | Jira/Confluence | SmartSheets | SharePoint | Kibana | Scrum / Kanban | Google WorkSpace | Postman | Jenkins | Business Analysis | SDLC | Agile |

**Certifications:** Certified Scrum Master, Google Project Management: Professional Certificate, Project Management Professional (PMP), Oracle Cloud Infrastructure Associate, The Complete SQL Bootcamp: Go from Zero to Hero