TAHA ZUHAIR

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Professional Summary

Skilled IT Consultant and Business Analyst with over 5 years of experience in providing customer satisfaction and software project coordination including quality assurance testing. Extensive experience in all aspects of delivering technical projects within strict scope, quality, time, and cost constraints including escalated service delivery issues, global team management, project coordination with cross-functional teams, quality assurance, and process improvements. Continually exceeds expectations by building valuable relationships and works well with people at all levels of an organization.

Skills

- Full Software Development Lifecycle
- Agile, Scrum& Waterfall Methodologies
- Testing & Validation Methodologies
- Project, Risk & Issue Management
- Software Performance Improvements
- Release & Change Management
- Project Management & Team Building
- Strategic Planning & Quality Assurance
- Software & Mobile Platform Development

- Product Quality Testing & Data Analytics
- Voice of the Customer Input & Feedback
- Customer Resolutions & Escalations
- Quality Control & Error Identification
- Performance & Process Improvement
- Root Cause Analysis & Risk Mitigation
- Testing & Solution Implementation
- Anomaly Detection, Defects, & Bug Tracking
- Excellent Verbal & Written Communication

Work History

R&D Tax Consultant – FI Group – Miami, FL   10/2022 to Current

- Contributing as a trusted member of the engagement team providing federal tax compliance and consulting services.
- Managing client portfolio, providing advice/assistance to clients, and contributing to internal/external client meetings.
- Providing tax compliance and advisory services to individual or corporate tax returns and all supporting tax documents.
- Registering and updating data on specific systems and supporting the technical department to implement new processes.
- Working with upper management, finance, and other departments to communicate and identify deficiencies or risks.
- Communicating with financial accountants or financial reporting teams to share company's tax position and adjustments.
- Judiciously analyzing documents at a technological level and evaluating data from projects in the technical scope.
- Overseeing documentation, research, and reporting as well as establishing materiality thresholds for computations.
- Identifying optimization opportunities for processes, executing pre-defined strategies, and writing technical reports
- Conducting tax research projects on a variety of tax issues, drafting IRS responses, and addressing other tax inquiries.
- Teaming with leaders on special projects in various areas of individual taxation and networking to build client base.

QA Solution Specialist – Grubbrr – Boca Raton, FL   05/2021 to 10/2022

- Supported software development efforts to decrease time to delivery, meet SLAs, and improve application health.
- Established standards for branching, versioning, code quality, configuration management, and deployment strategies.
- Tested new and existing features provided by the development team and reported any software errors or failures.
- Facilitated communication between QA and lead engineers, lead producers, developers, and other stakeholders.
- Analyzed builds delivered by developers and update the team with identified latest errors and possible solutions.
- Collaborated with developers and product owners to stay current on product features and intended functionality.
- Worked with internal teams to determine improvements on software quality and look for dependencies and blockers.
- Communicated updates to product quality teams to maintain testing quality and to stakeholders on project progress.
- Developed different test scenarios and contributed to test cases and documentation involving client-facing scenarios.

- Collaborated with engineering management to build plans and identify resources required to meet project objectives.
- Led the continuous training of skills, tools, and product updates to maintain the quality and productivity of QA teams.
- Engaged in requirement analysis as well as detailed design and verification activities for sections of complete products.
- Performed manual testing on iOS and Android handheld devices from end to end in order to check user stories.
- Analyzed network performance and created state-of-the-art software for core networking equipment to support Sprint.
- Oversaw planning and designing detailed, well-structured test cases to support testing objectives and track any defects.
- Reduced process redundancies, dependencies, and learning curves to 70% by configuring new business rules.

Supply Chain/Logistics Analyst – Gesture – New York, NY   06/2020 to 05/2021
- Established vendor relationships in existing or upcoming markets to be most profitable and executable for business.
- Communicated with internal and external customers to understand the business model and obtain current state costs.
- Coordinated with key stakeholders and helped develop strategies, assumptions, and supply chain analysis deliverables.
- Created training materials for all Gesture Couriers as well as developed, coordinated, and supported training events.
- Worked with external and internal stakeholders on various projects to propose an optimized future state supply chain.
- Managed the supply chain process from submission of order to customer delivery by dispatching all Gesture Couriers.
- Supported operations for steady-state optimization, transportation networks, and other ad-hoc analysis requests.
- Assisted in building business models and worked with Enterprise and Vendor Ops Analysts to understand trends.
- Led weekly recap meetings with essential management and served as a key liaison during company deployments.
- Held kickoff meetings for management and developed logistics guides for key stakeholders involved with deployment.
- Led development, execution, and performance of logistics setup with merchandisers to ensure accurate execution.
- Managed projects for supply chain modeling and analysis for category management and re-distribution analytics.

Customer Service – FAU Center for Learning and Student Success   01/2015 to 12/2017
- Maintained the daily schedule and calendar, assisted with project coordination, and prepared reports.
- Received visitors at the front desk by greeting, welcoming, directing, and announcing them appropriately.
- Acted as a liaison to other departments, took meeting minutes, and performed quality management functions as needed.
- Directed students to the appropriate tutor based on their course and helped students in getting registered for courses.
- Served on special projects or committees, prepared meeting minutes/agenda, and coordinated other meeting materials.
- Gathered data from surveys based on tutor and provided basic and accurate information in-person and via phone/email.
- Provided administrative support to faculty, staff, tutors, and students and provided executive assistance to the director.
- Coordinated tutor activity including scheduling and following up on appointments and answering any questions.
- Provided administrative support including daily planning for meetings and presentations to ensure successful execution.
- Maintained coverage reports reflecting staff work assignments and sick/vacation time and processed expense reports.

Additional Work History

Data Entry Associate in Student Center – DePaul University, Chicago, IL – 12/2019 to 12/2020

Intern in Supply Chain – Hollander Sleep Products, Boca Raton, FL – 10/2018 to 12/2018

Intern in Quality Department – Hollander Sleep Products, Boca Raton, FL – 08/2018 to10/2018

Intern in IT Department – Hollander Sleep Products Boca Raton, FL 06/2018 to 08/2018

Business Analyst/Coordinator – Shell Petroleum, Multan, Pakistan – 07/2014 to 10/2014

Technical Skills

Asana, Project Timesheets, Smartsheets, Basic Java, Visio, Google Analytics, Oracle, SAP, MS Office Suite: Word, Excel, PowerPoint

Education

DePaul University – **Master of Science** in Information Systems – 2021

Florida Atlantic University – **Bachelor of Science** in Marketing and Management, Minor in Management Information Systems – 2017