Business IT Support Analyst

Mohamed Yunus

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SUMMARY

Application Support and Business Analyst with 4+ years of experience in casino gaming systems across platforms like Mohegan Sun resorts, United Gaming, and Ultra Dragon 777. Skilled in Level 2 support, game configuration, log monitoring, error detection, SQL validation, and incident management for slots, tables, poker, and live dealer games. Hands-on experience with top providers including NetEnt, Slingo, Everi, Hacksaw, Blueprint, and L&W.

Strong in vendor coordination, UAT/functional testing, documentation, SOP creation, and IT audit readiness, including access control management and adherence to security and regulatory standards. Experienced in AML, fraud monitoring, and KYC verification. Provide end-user training and support while assisting in pre-opening phases, system setup, and environment readiness. Proficient in Power BI and Excel for generating performance reports and dashboards that support data-driven decisions and operational optimization.

EXPERIENCE

BUSINESS IT SUPPORT ANALYST | Jul 2024

United Interactive Gaming - Coimbatore, India

- Supported the company in resolving functional and financial discrepancies raised by vendors or game providers, ensuring accurate settlements and smooth operations.
- Identified gameplay and system defects by actively monitoring backend logs and error traces.
- Generated detailed performance and operational reports for the casino platform to support management decisions.
- Worked extensively with **Casino Management Systems (CMS)** to configure, validate, and maintain slot, table, and live dealer games.
- Handled **Incident & Problem Management**, including root cause analysis, documenting issues, and coordinating resolutions with vendors.
- Performed continuous **system monitoring and troubleshooting** to ensure high availability and optimal platform performance.
- Delivered **Application Support** across web and mobile platforms, ensuring seamless user experience and system stability.

QUALITY IT SUPPORT ANALYST | Jun 2021 — Jun 2024

iPro Games India PVT LTD - Coimbatore, India

Conduct comprehensive support and testing for four major casino applications, ensuring optimal performance, stability, and user experience across platforms. These include Mohegan Sun Casino Las Vegas (Social Casino),

Mohegan Tribe of Connecticut (Social Casino), Mohegan Sun Casino Pennsylvania (Social Casino), Deal or No Deal LIVE (Social Casino), and Deal or No Deal Casino (Real Money Gaming). Responsible for monitoring and analyzing marketing performance metrics to evaluate player engagement, retention trends, and overall product health while providing end-to-end application support.

EDUCATION

Jamal Mohamed College — Tiruchirappalli | Master of Science

Master Of Computer Application

Jamal Mohamed College — Tiruchirappalli | Bachelor of Science

BSC Computer Science

SKILLS

ticket handling [JIRA]

SQL

Scrum management

Requirement gathering and analysis

Application support

Agile, Waterfall

Report management

Gaming system installation

Vendor coordination

Pre-opening support

TOOLS

MS Office suite
SQL
Python
Power BI
CRM
Casino Management Tools
JIRA