Oluwafemi Oniyide

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Enterprise Application Systems Analyst.

★ Oluwafemi Oniyide is an experienced and excellent driven IT professional in the delivery of quality services to end users. A result oriented individual, highly focused in providing detailed analysis during planning and implementation stages of IT projects.

COMPENTENCY AND EXPOSURES s

• Programming Language: HTML, CSS, JavaScript, java, ColdFusion, Microsoft .NET framework, SSIS, ETL development, SQL, tomcat administration, IIS administration.

• Cloud Technologies: Azure, Azure devops, Key vault, App Services, Azure Kubernetes, Containerizations, Docker.

• Business Intelligence and Data Science Technology: Proven ability in leveraging data analytics tools and techniques and extracting insights from data that drive resultant business actions. Knowledge of data mapping, warehousing tool, Effective analysis of business data using SSIS Reporting technologies.

• End-User Support: Good understanding of an Enterprise environment and End User Support with strong technical background and full project life cycle experience gained across the years.

WORK EXPERIENCE

STERLING Bank Plc
Job Title: Team Member – Digital Lending Application Support and Fintech
Integration. February 2024 – Till date
Responsibilities:

• Support K2 Application.
• Support lending applications (Specta,BSF,Edubanc,Healthbanc)
• Troubleshoot and resolve application issues, working closely with development, infrastructure, and business teams to ensure timely resolution.
• Banking as a Service support for merchants.
• Provide first-line and second-line support for digital lending applications, ensuring high availability and performance.
• Support the integration of digital lending applications with other systems, ensuring seamless data flow and functionality. Ensure availability of Digital Banking Platform.
• Participate in system upgrades, patches, and maintenance activities, ensuring minimal disruption to services and adherence to best practices.
• Collaborate with development teams, product managers, and other stakeholders to

ensure alignment on project goals and timelines formats, create app clients and manage API keys consumed by other web and mobile applications.
• Technically manage projects as a technical resource while interfacing with technical and business stakeholders.
• Generate regular reports on application performance, incident trends, and support activities.

FCMB Bank Plc
Job Title: Team Member – Corporate Application Support. August 2022 -
January2024
Responsibilities:

• API Management - Microservices.
• Banking as a Service support for merchants.
• Integration of merchant (Opay, Kippa, Osemo, Everyfarmer etc) to consume our APIs.
• Delivery of projects within timeline.
• Ensure availability of Digital Banking Platform.
• Investigate issues and resolve application issues.
• Manage application APIs, Test APIs using swagger page and postman in json, xml and html formats, create app clients and manage API keys consumed by other web and mobile applications.
• Technically manage projects as a technical resource while interfacing with technical and business stakeholders.
• Daily resolution of issues logged on Service Desk within TAT.

- Management of bank intranet and SharePoint site.
- Supports NIP, NAPS and REMITA.
- Supports VBOX.

United Bank for Africa Plc (UBA Group)   2013-2022

Company: United Bank for Africa Plc (UBA Group) Job Title: Team member - Enterprise Application Support. 2017 – Date Responsibilities:
• Resolved issues quickly to maintain productivity goals.
• Support financial reporting from executive offices down to account officers level.
• Support financial reporting from financial regulatory bodies from Central Bank of Nigeria to Credit Bureaus and others.
• Support the deployment of applications and deployment of patches to existing financial and nonfinancial applications.
• Conduct business analysis task to aid requirement gathering for application development.
• Design templates and prototypes to meet business needs and enhance development task.
• Debug applications to its root cause and fix challenge once.
• Support design of incident and problem management, Standard Operating Procedure for enterprise use.

Some applications currently being Supported include:

1. NIP – NIBSS Instant Processing for inbound transaction from all branches
2. ERMS – Enterprise Resource Management Solution for procurement and vendor payments
3. CBS Credit Bureau Search Application – For profiling customer's wordiness to access credit facility.
4. OutwardNeft Application for processing bulk transfers like salary, benefits and pension payments.
5. Trade Information System Application for processing International trade (Form M) processing
6. HRIS – Human Resource Information System portal for on boarding and staff management. 7. Group Response Portal Application – A centralized service desk application to manage all complains and enquiries for both Customer, Operations, Information Technology, E-Banking etc
8. Process workflows having over 20 Internal workflows integrated to Core Banking application.
9. Infopool – Performance management and Management Profitability Report application being the MIS system of the bank currently being use by all staff for Appraisal, Performance reporting from account officers to directorate level.
10. Smart Process Management Process (SPMP) application hosts over 120 Paper processes that are now automated across branches and Rest of Africa countries.
11. MoneyGram support and Western Union – Set up Voyager database and install Western Union (Voyager Master and Voyager clients) reconciliation software and also support Product Mangers, Reconciliation team and Compliance team while using the application.
12. Corporate Credit Workflow, CRMS, Credit Search Portal, Reference Letters to aid customers loan processing.
13. Dispute Resolution Portal-For processing chargeback claims on various card types against different switching companies (ISW,UPSL and Mastercard).
14. Centralized Resolution Portal- Branch interfacing application for logging complaints against GSS TEAM.
15. Vbox(IFRS)-Reporting tool for loan performance.

PROJECTS

- Run patches sent in by Vendor to improve the Bank's Loan management solutions.
- Integration of VBOX(IFRS) to AD.

- Upgrade of the customer search of Infopool application and database for Nigeria and ROA.
- Migrations of infopool from HTTP to HTTPS.

UPM (UBA Process Manager) Support/Administrator – Team Member

★ **Manage/Support UBA Process Manager (UPM) Application,** built on ASP.NET, SQL Server and SharePoint on an IIS Web Server with Web Services, Windows Services to automate business processes across the whole UBA Domain in Nigeria and 19 African countries using C# .Net technologies.

★ **Manage/Support UBA Cards Manager**, a dispute resolution portal connecting to disperse data stores like Postilion and I-Journal Server and intelligently resolve claims in UBA branches in Nigeria and 19 African countries. Performing weekly database housekeeping activities.

★ **Administration and Management of Microsoft Servers** configuring best practice settings and security performance counters to monitor performance manage IIS for web application/services with scalability in mind, manage message queuing system. ***Attained a 99.9% uptime*** for the UPM Server in 2014.

★ **Developing, Administration and Management of Microsoft SharePoint** 2010(WSS 3.0) and 2010/2013 sites and databases which include migration from 2007 – 2010.

★ **Developing Reports in SSRS** with enlightening data visualization components, charts, automatic subscriptions, role management and performance management statistics.

Team Member Claims and charge back unit- Card operations   FEBUARY 2013 – NOVEMBER 2015

- Investigate and resolve acquiring and issuing transactions on MasterCard, MasterCard, verve and VISA card both Domestic and international Disputes
- Processing of disputes against UBA on Dispute Management System- Network Interface Control System, Extraswitch and Unified Payments Dispute Manager (interbank Settlement software)
- Resolution of Remote and off us transaction both Domestic and international.
- Processing of POS, WEB and Virtual Banking transactions disputes.
- Monthly Cards performance reporting (CBN card payment reports)
- Nigeria Inter-Bank Settlement System Instant Payments-NIP Dispute Resolution System (INTERBANK TRANSFER)
- Interpretation of I-journal extract (e-journal for both NCR and WINCORP ATM terminals.

Education

BSc- NOUN.(Mathematics/Computer science)   2019
W.A.S.S.C.E – Great Alpha Secondary School   2006

Referees Available for Request ★ Available for Relocation