

# Muhay Ud Din | Senior Implementation Specialist

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## Objective

"To achieve the highest professional competency in a well-reputed and progressive Organization where I can utilize my Technical knowledge, Leadership skills and abilities for continual development and find challenging opportunities for future advancement."

## Professional Profile

An Information Technology enthusiast with almost **4** years of experience having knowledge of Payment and Card systems for Banking/financial industry. Currently working as a **Senior Implementation Engineer** in Project Delivery Switching department for TPS Worldwide and looking after Project Implementation Delivery, by managing the execution of SDLC for requirements analysis, design and development, quality assurance, deployments and integration testing, UAT, production rollout and monitoring including contingency planning and all necessary documentation like checklists, test cases, integrations documents, project status reports, cutover RUNBOOK for seamless implementations.

## Core Skills

- Database MS SQL Server, Oracle, PL/SQL, MySQL & Toad.
- Linux/Solaris Environment for EFT Core Engine Systems.
- High Availability & DR
- Solutions for IT Infrastructure/data center.
- Networking & System Management.
- C++, C#, ASP.NET, MATLAB
- Windows Server (2003/2008/2012), IIS 7/8.
- Microsoft Office Tools
- PHP, CSS & Java Script
- Application Integration with ADC and other applications.
- PADSS Compliance
- Project and Product Management
- WinScp, FileZilla, Putty session.
- ManageEngine HelpDesk Implementation.
- Simulator Tools
- Packet Tracer
- Crystal Reports

## Career Summary

### TPS Pakistan ( Karachi, Pakistan. )

Senior Implementation Engineer

September 2018 - till Date



### Key Responsibilities

- **Project Deployment**
- Carrying out on-site day to day activities for deployment of company products or change requests at existing or new customers.
- Implementation of new products, change request or maintenance releases (patch/updates), migration and upgrade of platform/application or server at customer premises.
- Responsible for Project completion in all phase's deployment SIT, UAT, DR, Cut-over and post Cut-over

monitoring.

- Responsible to prepare test plan, test cases from functional requirements specification document, execution of test cases, preparing technical documents like user manuals.
  - Project Online/Offline Certifications with relevant channels to certify changes.
  - Coordination with customer for user acceptance testing and closing issues.
  - Providing assistance to customer and supervise juniors in soft/customer launch and live monitoring of new products, patch or change request.
  - Providing training to customer, when and if required.
  - Performing and assisting in gathering of requirements from current customers for change requests or new features.
  - Providing and coordinating support activities for products at local and remote customers, and ensuring a quick response time to win customer satisfaction.
  - Responsible for project related testing on different simulator tools.
  - ATM Controllers and POS driving including EFT Switches (Middleware).
  - Cards personalization cycle, Internet Banking, Branchless banking channels, Core banking systems i.e. Conventional banking and Branchless banking
- **Communication**
  - Assuring the congenial and project specific communication with team and software development in order to agree on timelines, project schedules for different support related issues like change request, maintenance releases and new features
  - Communication with client for support, deployment and change request.
  - Reporting technical issues relating to customer complaints, and product weaknesses to the relevant teams for rectification.

### ***Project Delivered***

Gone through multiple Implementations/deployments with thorough onsite testing via Project execution phases i.e. SIT, UAT, Dress Rehearsals and GO Live-Cutovers. The implementations includes all cycles of financial transaction processing and verification of all process flows via every entities involved.

**Client: Habib Bank Limited Pakistan.**



- **VISA** Mandate to Support PIN Management Service (International VISA Acquiring) on ATM Channel.
- **MasterCard** DMS Forex.
- Integration /Certification with 1link for **Fractals** Channel.
- **1Bill Solution** -- 1Link Member Bank Credit Card Bill Payment Acquiring.
- **MasterCard Mandates** – Automated Biller Update & Dispute Resolution.
- Gold Card Upgrade Campaign, Hajj Campaign, Contact Upgrade through ATM channel.
- **Branchless Banking Phase-2** for card creation via API.
- Cardless ATM Transactions for **BISP** Customers.
- Card Cycle Upgradation mechanism enhancement.
- **CTL Credit Card EMV Acquiring** on ATM Channel.
- **Talking ATM for Visual Impaired Customers** (NCR ATM).
- **NFC Contactless Issuing** for MasterCard, VISA & UPI Schemes.
- Bill Payment companies additions in system for payment.

## **NRSP Microfinance Bank Ltd. ( Head Office )**

ADC Application Support Officer  
August 2016 - September 2018



### ***Key Responsibilities***

- First level technical troubleshooting related to ADC channels.
- Monitoring of ATMS, Online branches and ADC channels.
- Up gradation of software patches, Administration, maintenance and Monitoring of all ADC related servers.
- Nimbus support (Web bases ATM Monitoring and Report Generation Application),
- Vision Support (ATM card Production Application for conventional and branchless banking debit cards.)
- UBPS Support (Utility Bill Payment System),
- Middleware Maintenance and support.
- Liaison with Regions, Operation, Business support, contact center, service and quality department on all related matters.
- Liaison with vendors on software and hardware issues.
- Clarification about any above task or any other new task would be assigned by the Line Manager/ Supervisor/Head of Department.
- Testing Approach for projects are to testing planning , test cases generation, test execution and finding with positive and negative cases.
- Maintain full responsibility for all designated projects/ systems.
- Conduct SIT testing.
- Conduct UAT testing.
- Testing coverage of explicit (stated) requirements.
- Timely delivery as per the requirements for all activities.
- Installation and configuration of ATM machine in different branch Locations.
- SAF Checking and retransmitting.
- System administration of ADC switches.
- Supervision and monitoring of IVR system.
- Structural Management of Data Center.
- Administration and troubleshooting of ADC server in Data center.
- Resolve all ADC related complex technical issues.

### ***Project Delivered***

- Branchless Banking BB Implementation
- Ambit Internet Banking Implementation
- Oracle Super Cluster (Testing) Implementation with Middleware RDV.
- Certification with UPI (Union Pay International China) EMV.
- EMV Issuing.
- EMV Acquiring.
- Implementation of iSuite & Proview ATM Monitoring Applications.

## **NRSP Microfinance Bank Ltd. ( Head Office )**

System Support Engineer  
July 2016 - August 2016



### ***Key Responsibilities***

- Me and my team helped many customers build decentralized applications ranging from simple ecommerce to energy distribution platforms. We were also responsible for leading the design and development effort of bringing unique learning and ecommerce experiences.
- Client Installation (Win XP, Windows 7)
- Oracle 10g & 11g Client Installation and Configuration.

- Staff Email IDs configuration in MS Outlook 2010 & 2013 and 2016.
- Network trouble shooting, security and antivirus.
- Provide help to NRSP Bank Staff about IT related matters.
- Resolve all System related issues in concern branches
- Provide support on (Networking, MS Office, Windows, Sidat Hyder Financial, and Oracle Flexcube).
- NRSP Bank Approved Software & Hardware Installation & troubleshooting.
- Install, configure, test and maintain operating systems, application software and system management tools
- Provide support to all help desk operations and manage all products according to customer requirements and provide support to all internal and external customers.
- Maintain security, backup, and redundancy strategies.
- Liaise with vendors and other IT personnel for problem resolution.

## Education

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- Duration: September, 2011 – December, 2015 (4-Years)  
**B.S. Computer Science** (1st Division)  
Islamia University Of Bahawalpur.
- Duration: 2009 –2011 (2-Years)  
**F.Sc Pre Engineering** ( H.S.S.C ) (1st Division)  
Govt. Sadiq Egerton College Of Bahawalpur.
- Duration: 2007 –2009 (2-Years)  
**Matriculation Science** ( S.S.C ) (1st Division)  
Govt. Sadiq Egerton College Of Bahawalpur.

## Personal Information

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- **Father's Name:** Naseem Ahmed
- **Religion:** Islam
- **Marital Status:** Un-Married
- **Date Of Birth:** 01-June-1992
- **Nationality:** Pakistani
- **Passport No:** AC0149002
- **Address:** House #42, Steet#2, Block-Z, Satellite Town,  
Bahawalpur Punjab Pakistan.