

Contact

www.linkedin.com/in/ahsan-shaikh-8381a463 (LinkedIn)

Top Skills

Payment Systems
Technical Support
IBM iSeries

Languages

English
French (Limited Working)
Urdu

Certifications

Six Sigma Yellow Belt
Scrum Fundamentals Certified (SFC)

Ahsan Shaikh

Lead Implementation | MBA, Information System | Payment System expert | Product Specialist | Technical Leadership |SFC™ | Six Sigma Yellow Belt | Visiting faculty member at Institute of Business Management

Pakistan

Summary

Diversified 10+ plus years of experience as a E-Banking professional with comprehensive Technical & Analytical knowledge. Expertise in the area of Cards & Payment Systems, EFT, Card issuance, ATMs Acquiring International and Local, Transaction Routing & Settlement Process, Gateway Systems includes VISA and MasterCard, ISO 8583 Financial transaction card originated messages.

Experience

Euronet Pakistan

Senior Application Consultant

August 2017 - Present (4 years 8 months)

Review solution design with product specialists and architects as well as clients.

Provide second level support to production team in troubleshooting of live issues

Implementation of project into production environment

Estimate, prioritize, plan and coordinate testing activities

PROJECTS:

MIGRATION OF CORE BANKING SYSTEM

VISA ONLINE CERTIFICATION (ISSUANCE AND ACQUIRING)

MC INTERNATIONAL ACQUIRING

1LINK & PAYPAK ACQUIRING

Innovative Pvt Ltd

Manager VAS

May 2015 - July 2017 (2 years 3 months)

Pakistan

Euronet Pakistan

4 years 2 months

Technical Consultant

May 2012 - May 2015 (3 years 1 month)

Responsible to provide second level support to country operations for Cards, ATM development that are owned or driven by Euronet, which includes

- Driving UAT environments, setting up ATM Test Scenarios and provide support related to ATMs and complete ATM solutions.
- Provide support for System Integration Testing (SIT), User Acceptance Testing (UAT) and Production issues
- ATM implementation and support, on us and off us transaction flow as per the project requirement.
- ATM State programming Screens and receipts designs for ATMs and setup for new ATMs addition.
- Managed, Setup and Integration of Utility Bill Payment System with either Banks Host or other integrated system.
- Prepaid card testing, Interface developing and end to end testing support.
- Mobile banking and internet banking solutions.
- Experienced in Quality Assurance testing of ATM interfacing along with transaction routing between different systems.
- Provides assistance to production team in troubleshooting live issues
- System Analysis, Monitoring and Application support.
- Daily Settlement & Reconciliation which includes Reports and Extracts of Controller.
- Involved in IAT/UAT & Cut-over/Migration for ATMs, POS, and other channels
- Billing server testing for different channels.
- Change management and its impact on core & other integrated systems.
- Go-live preparation, coordination and documentation of projects
- 24/7 On call support

Customer Support Analyst

April 2011 - April 2012 (1 year 1 month)

Responsibilities

- Provides training / guidelines to newly hired staff customer support analysts.
- EOD processing for all clients
- Monitor transactions
- Provide first level Customer / Technical support to the customers (Member Banks).
- Execution of different queries on ITM 4.3 for transaction extraction purpose.

- VISA /MasterCard transaction settlement processing (Outgoing / Incoming Transactions).
- Perform incident management in case of any incident reported by client or customer.
- 24*7 Technical and Operational Support
- Perform investigation on daily log files to provide initial information and resolution details to customer.
- Provide daily Reports to the Client.
- CMS (Card linking d-linking)
- Execution of daily and monthly backups and coordination with IBM datacenter team for tap library upload.

Education

Institute of Business Management

Master of Business Administration (M.B.A.) · (2015 - 2016)

NED University of Engineering and Technology

CSIT · (2007 - 2010)