# Farrukh Ansari

Senior Application Consultant at Euronet Worldwide

Pakistan

## Experience

### Euronet Pakistan (Private) Limited

9 years 9 months

**Senior Application Consultant**

April 2021 - Present (1 year)

Karāchi, Sindh, Pakistan

**Application Consultant**

January 2018 - March 2021 (3 years 3 months)

Pakistan

• Provide 2nd Level support for escalated issues.

• Follow up with international Support for the resolution of raised issue.

• Performing Quality Assurance testing before UAT.

• Post GO Live Support.

• Co-ordinate with vendor/Customer.

• HSM support for keys generation.

• Implementation of projects into production environment.

• Transaction Analysis upon request.

• Providing detailed transaction reports on ad-hoc basis.

**Technical Support Analyst**

April 2015 - December 2017 (2 years 9 months)

Pakistan

# Providing Technical Level Support for Alternate Distributed Channels
Transactions.

# Identifying issue in system if any problem is reported.

# Root Cause Analysis for Resolution of issue.

# Resolving of Basic reported issues.

# Resolution of issues occurred during settlement/processes.

# Co-ordination with international Support for resolution of raised issues.

# Co-ordination with Vendors / Customers.

# Participating in Mandates testing and implementation.

# Support customers [Banks] for User Acceptance Tests.

# Implementation of projects into the production environment.

# Performing VISA, UPI Settlements.

# Disputes Processing for UPI
# Transaction Analysis upon request.
# SLA Reporting / Quarterly Reporting / providing Ad hoc Reports.

Deputed at National Bank Of Pakistan as Switch Support and Implementation Analyst

•Analyzing and reporting of issues related to ATM transactions.
•Using ISO 8583 standard messages to answer customer queries.
•Provided switch level support to customer (Bank) monitoring team.
•Perform project related deployment activity specified to switch and Euronet products.
•Assist Bank production team in deployment of fixes.
•Providing detailed MIS and transaction reports.
•Providing the list of clear suspected card with details to call center for blockage.
•Providing report to customer from production as per the requirement on ad-hoc basis.
•Assist Banks in resolution of switch related production issues.
•Raising issues to Euronet international support team for urgent support on production issues.
•Configuration of ATM on controller.
•Assist customer in disaster-recovery drills.
•Training Bank monitoring team to effectively monitor and use of controller for ATM.
•Execution of test cases for projects/fixes finalized in UAT test script.

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Assistant Client Support Analyst
July 2012 - March 2015 (2 years 9 months)
Pakistan

# Worked as a 24 x 7 Operations Team Member.
# Logging Calls & generation of Tickets.
# Alternate Distributed Channels Transaction Monitoring.
# Network Monitoring.
# Providing 1st level support for customer.
# Customer [Banks] Query Responses.
# Raise Issues to Technical Supports & Follow up.
# Carrying out daily EOD Processes in AS400 System.

# Acquiring & Gateways; Modules & Nodes Monitoring.
# Systems Scheduled Backup Processing.
# Maintaining 24x7 Task Sheets.

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## Education

Karachi University
Bachelor of Science (BS), Computer Science · (2007 - 2011)

DJ GOVERNMENT SCIENCE COLLAGE
F.SC , Pre-Engineering · (2005 - 2006)