

Contact

www.linkedin.com/in/muhammad-fathan-b4703a215 (LinkedIn)

Top Skills

Operations Management
Business Development
Project Management

Muhammad Fathan

Payment Industry | FinTech | ATM, POS & E-commerce Payment |
Card Issuance & Compliance | Digital Banking
Karāchi

Summary

Belongs to Payment & Financial technology.

Experience

TPS Worldwide

Senior Implementation Engineer
October 2021 - Present (6 months)
Karāchi, Sindh, Pakistan

Paysys Labs (Private) Limited

Technical Project Manager
August 2021 - September 2021 (2 months)
Karāchi, Sindh, Pakistan

- * Leading Role for Ongoing Projects coordination with Business Development team, Developers, QA Analysts, Operation team and as well as Management.

- * Meeting with Clients to understand their new requirement, enhancement in ongoing projects and fix the live issues as per defined TAT/ Project Plan.

- * Manage CRF, FSD, TSD, PP and all business requirement of Project.

Foree

Senior Software Engineer
May 2021 - August 2021 (4 months)
Karāchi, Sindh, Pakistan

- * Investigate the raised issues from Operation team at 2nd level in logs and revert with the actual reason.

- * Provide the Solution Architecture to Developer for fix the raised issues.

- * Review final testing after QA and provide the patch to network for Go Live Deployment.

- * Suggest the enhancement solution for Foree Application and Checkout Page.

Euronet Pakistan

6 years 2 months

Application Consultant

January 2020 - April 2021 (1 year 4 months)

Karāchi, Sindh, Pakistan

- * Currently working on Projects, Implementation, Development, SIT, QA and live Deployment.
- * Certifications of Mastercard, Visa and UPI acquiring and issuance projects.
- * Resolved and fixed Mastercard Compliance issues with internal & international support team.
- * Resolved and fixed Mastercard Compliance issues with bank & Mastercard team.
- * Provide Post GO live Support of Projects.
- * Knowledge of POS acquiring and their payments & settlements process.
- * Knowledge of Gateway & H2H setup for transactions routing.
- * Mastercard Mandates Support.
- * UAT Support before go live of Projects.
- * Involve to fixed internal system issues and it's testing.
- * Ability to complete the work as communicated timeline.

Assistant Application Consultant

February 2018 - December 2019 (1 year 11 months)

Karāchi, Sindh, Pakistan

- * Provide 2nd level Support to Operations team.
- * Fixed the Bugs of internal issues with developer and deploy on live.
- * Monitoring for smooth system after post go live fixed.
- * Performed Quality Assurance Testing of Projects.
- * Support UAT before Go Live.
- * Resolved and fixed Mastercard Compliance issues.
- * Follow up with international support team for the raised issues.
- * Upgrade/ Enhancement of internal Programs which need to be fixed.
- * Clients Support for their internal banking fixed & projects testing purpose

Testing:

System Integration Testing

Software Quality Assurance Testing

User Acceptance Testing

Regress Testing

System Testing

Technical Support Analyst

January 2017 - February 2018 (1 year 2 months)

Karāchi, Sindh, Pakistan

First level technical Support and advice to clients on their queries & issues.

* Transactions analysis and ISO 8583 logs analysis upon request to investigate the raised issues.

- Data extraction from database using SQL for Customers on demand.
- Providing Technical Level Support for Alternate Distributed Channels Transactions (ATMs & POS).
- Root Cause Analysis of the problem for resolution of issue.
- VISA & Mastercard Settlement process.
- Card Issuance.
- ATMs configuration setup into system for go live.

Client Support Analyst

March 2015 - December 2016 (1 year 10 months)

Karāchi, Sindh, Pakistan

* Customer Support involve to resolve client queries on call and logged the issues to concern team.

* Follow the Job duty task as per defined daily task sheet example EOD, SETTLEMENT, OUTGOING, REPORTING etc.

* Worked in operations 24/7 support team along following responsibilities:

- Perform EOD and settlement Process on Euronet ITM (Integrated Transaction Management) 4.3 application.
- Monitoring and Provide support to Level 1 issues requested by clients.
- VISA incoming Process through EDIT Package for Client banks (MCB, HBL, JS Bank,)
- VISA and Master Card Outgoing Process on ITM 4.3 for reporting of Client Banks.
- CUP incoming for AL-BARAKA Bank.
- Run Card Issuance process for MCB, Burj Bank, Al-Baraka Bank and NIB against the provided CHF(Card Handoff Files)
- Share RHF (Reverse Handoff files) and Embossing files to Banks through SFTP.
- 24/7 Support for general queries and issues raised by customers.

- Daily Extracts and Reports after EOD on daily basis, share with Banks through SFTP.
- Provides training / guidelines to newly hired staff customer support analysts.
- Save Backups for AS/400 ITM system date wise of Production and Test System.
- User Management of Provided Web Applications to customers.
 - a) Card Management System (CMS) used for Blocking cards and issuance for new card.
 - b) Vigil Monitoring Tool for monitoring of transactions, ATMs ,POS ,Channels and Nodes connectivity.
 - c) Solar winds tool to monitor all Network Switches Activities.

National Bank of Pakistan
 Assistant Application Consultant
 April 2019 - June 2019 (3 months)

Sir Syed University of Engineering & Technology (SSUET)
 Network Engineer
 August 2014 - October 2014 (3 months)
 Karāchi, Sindh, Pakistan

Education

Sir Syed University of Engineering & Technology (SSUET)
 Computer Engineering, Engineering · (January 2011 - December 2014)

DJ Sindh Govt Science College
 Higher Secondary School Certificate, Engineering · (January 2009 - December 2010)

SM Public Academy
 Secondary School Certificate, Biology, General · (January 2001 - December 2008)