

Contact

www.linkedin.com/in/imran-ahmed-khan-99655173 (LinkedIn)

Top Skills

Microsoft Office
Microsoft Excel
Management

Languages

English

Certifications

Scrum Foundations Professional
Certificate (SFPC)
Tokenization and Encryption in
Digital Payments, FinTech

Honors-Awards

HEROES AWARD 2018

Imran Ahmed Khan

FinTech | Merchant Acquiring | Payment System | POS | Cards |
Digital Banking Professional
Pakistan

Experience

Euronet Pakistan (Private) Limited

6 years 7 months

Senior Application Consultant

April 2021 - Present (1 year)

Application Consultant

August 2019 - April 2021 (1 year 9 months)

Karachi, Pakistan

- # Application and Project integration, implementation and delivery.
- # Performing gap analysis and technical process enhancement
- # Payment Schemes Mandates implementation, testing and verification.
- # Involvement in offline & online integration testing and Certification with Payment Schemes (VISA/MasterCard/UPI) for new projects.
- # Performing Descriptive Quality Assurance Testing before UAT.
- # Implementation of projects into the production environment.
- # Analyze the Root Cause and fixation.
- # Work with international Support for resolution of raised issues.
- # Communication with Payment Gateways support teams for resolution of issues.
- # Involvement with Vendors & Customers for User Acceptance Test & Quality Assurance.
- # Post Go Live Support.
- # Analyzing bugs into system and work with team for solution.

Team Lead of 24x7 Operations & Technical Support Analyst

October 2017 - July 2019 (1 year 10 months)

Karachi, Pakistan

- # Managed 24x7 team as Supervisor/Team Lead.
- # Enhancing Capability of 24x7 team for resolution of minor issues.
- # Work on simplification of BAU operations to improve Team's productivity.
- # Monitoring if issues are being resolved under TAT & SLA's being met for Clients.

- # Providing Technical Level Support for Alternate Distributed Channels Transactions.
- # Root Cause Analysis for Resolution of issue.
- # Identifying Network issues and co-ordination with Network teams for their resolution.
- # Customer [Banks] Query Responses.
- # 2nd level of escalation for Customers
- # Work with development team for development of new process and products.
- # Communicate with Vendors / Customers.

Technical Support Analyst

January 2017 - September 2017 (9 months)

Karachi, Pakistan

- # Working as a Part of Operations Department: concerned with all the Payment Systems (Applications and Databases), related to settlement & payment, Third Party payment processor's (VISA, MasterCard, Union pay) settlement and transaction monitoring. ATM/POS outsourcing (Integration and Management) and other Payment solutions.
- # Troubleshooting & Escalation of errors occurring on applications, resolve quires & solving Client queries, User/Vendor/Team Management.
- # Acquirer / ATMs / POS / Channels configuration into system.
- # 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.
- # Communicate with international Support for resolution of raised issues.
- # Followup with Payment Gateways support teams for resolution of issues.
- # Managing Vendors / Customers for activities and issues resolutions.
- # Work with development team for development of new process and products.
- # Performing VISA, MASTERCARD and UPI Settlements.
- # Transaction Analysis upon request.
- # SLA Reporting / Quarterly Reporting / providing Ad hoc Reports.

Associate System Engineer

September 2015 - December 2016 (1 year 4 months)

Karachi, Pakistan

- # Worked as a 24 x 7 Operations Team Member.
- # Logging Calls & generation of Tickets.
- # Alternate Distributed Channels Transaction Monitoring.

- # Network Monitoring.
- # EOD processing for all clients
- # Provide first level Customer 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
- # Data extraction from database using SQL for Customers.

Education

Sir Syed University of Engineering and Technology
BS computer science · (2011 - 2014)

Sindh Muslim Govt. Science College
High School, Pre-Engineering · (2008 - 2010)