

Contact

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(LinkedIn)

Top Skills

Business Analysis
Project Management
Payment Systems

Languages

English (Full Professional)

Certifications

IBM Certified Solution Designer DB2
Content Manager V8.3
Data Science Foundations - Level 1
IBM Certified Solution Designer DB2
Content Manager V8.3
IBM FileNet Content Manager-
Technical Sales 4.5
IBM Certified Business Process
Manager-Technical Sales V4.5

Jawad Ahmed

Payment Systems|Fintech|Data Sciences
United Arab Emirates

Summary

Collaborative & Technology Savvy Professional having 10 years of experience in Payment Card Industry with notable success in directing a broad range of project initiatives while participating in planning, analysis, and implementations of solutions in support of business objectives. Excel at providing comprehensive market research, system analysis, and full lifecycle project management. Expertise in customer management, converting feedback into feed-forward, and passion for creating problem-solving payment card products. Hands-on experience leading all stages of system development efforts including requirements definition, design, architecture, testing, and support. Outstanding project and program leader, able to coordinate and direct all phases of project-based efforts while managing, motivating, and guiding teams

Experience

Network International
Business Analyst
October 2018 - March 2019 (6 months)
Dubai, United Arab Emirates

Union National Bank
Technical Consultant
October 2017 - May 2018 (8 months)
Abu Dhabi, United Arab Emirates

Wirecard AG
Application Engineer
June 2014 - December 2017 (3 years 7 months)
United Arab Emirates

Implemented gift cards, general purpose reloadable (GPR) cards, multi-currency travel cards, Mobile (HCE, Proxy Card, Apple Pay, NFC) and Credit card domains, Being an application engineer delivered Issuing, Acquiring, POS, and Embossing solution. Enhance business plans while

keeping all internal stakeholders requirements and ensure that operational and compliance procedures to support the card products are identified and implemented, design solutions and drive them towards success with implementing new card operations policies, Working with cross-dimensional teams to manage existing card products portfolio.

Euronet Worldwide

3 years 2 months

Application Consultant

May 2011 - June 2014 (3 years 2 months)

Bahria Complex 3 M.T Khan Road Karachi

Worked in an agile team as implementation consultant and responsible for end-to-end delivery of multiple merchant acquiring and card issuing client based in Middle East and Africa, Identifying application dependencies and troubleshooting with maintenance, Payment Schemes Compliance tests & deployment, primary tester to certify with international payment schemes, draft message specification & integration documents, provides assistance to production team in troubleshooting live issues. Writing Project Proposal and Technical Design Notes.

Technical Support Analyst

May 2011 - March 2012 (11 months)

Provide technical support for clients that includes Pakistan Premier Banks and resolve their queries related to

ATM, POS and Cards Management like Visa and MasterCard. Respond to user service requests and expediently resolve trouble tickets to maximize system uptime.

Key Achievements:

Outperformed peers by maintaining outstanding record of technical support service,

Resolving 95% of all trouble tickets without escalation to senior support specialists.

Significantly enhanced ticket resolution process by developing Incident Management System

to streamline daily business operations.

Ora-Tech Systems

IBM ECM Consultant

April 2008 - April 2011 (3 years 1 month)

Implemented IBM Solutions like Enterprise Content Management System and FileNet for clients in Pakistan and provided post live support.

Key Achievements:

Part of the team that implemented IBM ECM solution in Allied Bank of Pakistan and also assisted

regional teams to ensure project implementation.

Responsible for developing Databases as per Software requirement and deploying IBM Mashup sites on Websphere Application Server.

Provide Application and Database Engine Tier 3 Support for the clients in Pakistan.

Education

University of Karachi

BS, Computer Science · (2008 - 2011)

Karachi Public School

Matriculation, Science · (2003 - 2005)