

Contact

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Top Skills

Project Management
Microsoft Excel
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Certifications

Certificate in Digital Money

Osama Pasha

Senior Application Consultant at Euronet Pakistan
Pakistan

Experience

Euronet Pakistan
Senior Application Consultant
August 2021 - Present (8 months)
Karāchi, Sindh, Pakistan

1LINK (Pvt) Limited
Assistant Manager - Applications
February 2018 - July 2021 (3 years 6 months)
Karachi, Pakistan

- Managing Switch Application (Authentic) for 1LINK which is the only switch in Pakistan, providing services and interconnectivity to more than 35 banks.
- Managing 1LINK Fraud Management System 'FRACTALS' communicates in fixed-length message format supported by NCR's Alaric system.
- Provide Level 2 technical support to member banks for all Payment services provided by 1LINK including Inter-bank Transaction Switching, Inter-Bank Funds Transfer, Purchase Transactions (Base1) etc.
- Bills Payment System; Utility bill payments and Mobile payments.
- Implementation and learning new technologies being adopted by 1LINK.
- Looking after the technical side of all 1LINK Projects, Certifications, and Migrations of member banks.
- Manage Performance tuning and Implementation of new changes/Cutovers of all services ATM, IBFT, VISA, MasterCard, UPI, and JCB for all member banks.
- Looking after 1LINK PERSO Bureau (Card Personalization Department).
- Onboard new banks to the Gemalto Dextis system and manage configuration changes/releases from the vendor.
- Onboard new banks to Fractals FRMS system
- Manage 1LINK settlement system 1SS and Netoff system.
- Patch deployment for Switch Dispute Resolution System (SDRS).

Euronet Pakistan (Private) Limited
4 years 1 month

Application Consultant & QA Specialist
April 2017 - January 2018 (10 months)

Karachi, Pakistan

- Responsible for Production System Level 2 Support.
- Co-ordination with international Support/ Payment Gateways/ Vendors & Customers for resolution of raised issues.
- Support customers [Banks] for User Acceptance Testing UAT.
- Perform complete QA before implementing new projects into production system.
- Implementation of new projects into the production environment.
- Testing and installation of mandates for payment schemes using gateway (Visa, MC & UPI) simulators.
- Create detailed, comprehensive and well-structured test plans and test cases.
- Estimate, prioritize, plan, and coordinate testing activities.
- Design, develop and execute automation scripts using open source tools.
- Identify, record, document thoroughly and track bugs.
- Perform thorough regression testing when bugs are resolved.

Team Lead of 24x7 Operations and Technical Support Analyst November 2015 - March 2017 (1 year 5 months)

- Leading and Managing Euronet 24x7 Support Team and give Support 24x7 team on call or by login VPN from home after office hours when needed.
- Creating / Managing BATCH FILE Scripts to simplify various processes.
- Data extraction from database using SQL for Customers.
- Providing Technical Level Support for Alternate Distributed Channels Transactions (ATMs & POS).
- Root Cause Analysis of the problem for Resolution of issue.
- VISA, MasterCard and UPI Settlements.
- Merchant settlement process knowledge.
- Process of Card Issuance for member banks.
- Configuration of ATMs into switch system for member banks.
- Customer (Banks) Query Responses on call or via email.
- Support customers (Banks) for issues and User Acceptance Tests.
- Troubleshooting and Transactions Analysis upon request.
- Implementation of small projects into the production environment.
- Resolution of issues occurred during daily tasks or settlement processes.
- Configuration of member bank BIN Acquiring for IBFT.
- Configuration of UBP codes for member bank.
- Testing for card renewal process for member banks.
- Testing for CHF programs for multiple Banks.

- Co-ordination with international Support/ Payment Gateways/ Vendors & Customers for resolution of raised issues.
- Co-ordination with development team for development of new process and products.

Asst. Client Support Analyst

January 2014 - October 2015 (1 year 10 months)

- Monitor ATM networks and Host connections.
- Logging tickets to concerned TSA and escalate the issue with initial investigation.
- To provide first line maintenance in case of service interruption on the ATM and other networks.
- To evaluate the error messages from the monitoring systems and decide on the action to be taken.
- To escalate immediately any problems that cannot be solved by the Monitoring Center which arise from the AS/400 hardware, network communications, or server based on Euronet's Escalation Procedures.
- To dispatch ATM network related problems to the client bank.
- To perform daily end-of-day procedures, batch jobs, and process incoming/ outgoing files.
- To perform daily file transfer procedures to and from customers based on Monitoring Center Check List.

Education

NED University of Engineering and Technology

Bachelor's Of Computer Science & Information Technology, Computer Science · (2010 - 2013)