

Muhammad Noman

Flat No. F-2 Ahmed Market Block E North Nazimabad Karachi.

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**OBJECTIVE**

Association with a growth oriented organization offering career opportunities.

EDUCATION

MASTER OF COMPUTER SCIENCE (MCS)

Computer Science, 3.4 CGPA

Virtual University of Pakistan

www.vu.edu.pk

BACHELOR OF EDUCATION (B.Ed.)

Education, 3.1 CGPA

Virtual University of Pakistan

www.vu.edu.pk

BACHELOR OF TECHNOLOGY (B-TECH) [Pass]

Electronics, 3.3 CGPA

Indus University

www.indus.edu.pk

EXPERIENCE

Apr 2020 – Present: **Professional Services Consultant**
Touchpoint Pvt. Ltd.

Major Responsibilities

Development, testing & support of Diebold Nixdorf ATM Core Application.
Configuring windows & customized image deployment.
Making the image release ready for mass roll out.
Development of silent Software patches for ATM & CCDM.
Installation, configuration, and support of Vdynamic view and Vdynamic security suite.
Sandboxing and Whitelisting of applications.
Level 1 support of NDC.
Coordination with controller/ host vendor for ATM related issues.

Dec 2018 – Mar 2020: **Officer Monitoring**
Allied Bank Limited
ADC Operations

Major Responsibilities

Looking after operational issues of ATM in accordance with SBP guidelines.
Keeping ATM vestibules up to the required standard.
Monitoring uptime of ATMs & Vendor management.
Managing ATM relocation/ Swapping.
Ensuring Smooth deployment of new ATMs.

Coordination with vendor for ATM and monitoring applications related issues.
Organizing field staff to overcome downtime issues.

IRIS Application:

- Reports
- Monitoring

Mar 2016- Dec 2018:

**Implementation and Support Engineer
NCR Corporation**

Major Responsibilities

Support Habib Bank ADC and Monitoring Teams for software related Issues.
Server Management.

Clients New CRs request

Security issues.

Level 1 Support of **AANDC**.

Support NCR CE's for ATM software related issues.

iSuite Application

- Administrative level application Support / Daily ATM Health Reporting
- Remote deployment
- Troubleshoot iSuite issues and deployed modules
- Investigate logs and take level 1 action
- Investigate ATM level issues and take level 1 action

McAfee ePolicy Orchestrator Solidcore

- Solidification ATM's
- Deploying Policies
- Generating daily and monthly report of ATM's Status
- Securing ATM's from Virus and illegal attacks and Investigate logs take level 1 action

NCR Aptra Vision (NCR ATM Incident Management Application)

- Application Support and Service
- Carry out remote deployment on ATMs
- Gasper soft reporting and customization (crystal reports)
- Monitor Incidents on the system and Investigate logs take level 1 action

Apr 2012 – Dec 2014

**Email Analyst
United Bank Limited
Customer Services Group**

Major Responsibilities

Analyzing incoming emails of local and international customers.

Ensure timely and effective resolution of customers' complaints / queries within TAT by monitoring and following up with the concerned department

Monitor the MIS on daily basis and to send a follow up mail to the concerned

Forwarding customer's issues, requests and complaints to the concerned departments for prompt resolution.

Application:

- CTL
- IRIS

CCNA/LAN/WAN training: from National Engineers Training Institute
www.nets-international.com.

PERSONAL DETAILS

Father's Name	Ghulam Ghous
CNIC:	42101-2874249-7

REFERENCES

To be furnished later