



SYED MUHAMMAD FAHIM

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PROFESSIONAL SUMMARY

With over 15 years of diversified experience in IT, I have developed strong expertise as a functional expert focusing on testing. Throughout my career, I have honed communication, problem-solving, and decision-making skills, enabling effective collaboration with cross-functional teams.

Well-versed in agile methodologies, including sprint meetings and functional reviews, I consistently create comprehensive functional documentation and execute test cases when necessary.

I take a proactive approach, working closely with developers and test engineers to address issues and provide alternative solutions.

CERTIFICATIONS

- MCTS - Financials in Microsoft Dynamics AX 2009

CAREER GOALS

- Mastering Project Management Methodologies
- Building Scalable, Secure, and Innovative Financial Solutions
- Enhancing Stakeholder Management Skills
- Optimizing PMO Processes and Efficiency
- Driving a Culture of Continuous Improvement
- Aligning with Organizational

PROJECTS

- Bank SMART (Core-Banking Solution)**
 - Retail / Corporate Banking
 - AUDI (Bank Of Lebanon)
 - RAQAMI (Pakistan's 1st Digital BANK)
 - CAPITAL (Bank Of Jordan)
- Temenos t24
- DYNAMICS 360 ... (Health Care Solution for H&H)
- Human Resource Management System (HRMS)
- ICON - INDUS Event Management System
- International Classification of Diseases (ICD-10)
- DYNAMICS AX ... (TYLER Tech's Financials)
- Non Branded Lead-Generation
- Automated Forex Trading
- eQueue Management System
- Dubai Financial Market Stock game

ACHIEVEMENTS

AUDI BANK, Lebanon (Current)

- Collaborating closely with senior management to define the market product strategy and direction.
- Leading the full lifecycle of product localization, ensuring global solutions are adapted effectively to local market requirements.

Post - Execution Results

- Successfully onboarded 100k customers within the first year, with continued growth momentum.
- Achieved 40k customers through digital onboarding (EKYC).
- Migrated 60k customer records, ensuring seamless integration and data consistency.
- Averaging 50k transactions per day.

UNDERSTANDING OF DYNAMICS AX

- Microsoft Dynamics 365 CE & FinOps
- Microsoft Dynamics AX Financials
- Microsoft Dynamics AX Procurement and Sourcing
- Microsoft Dynamics HRM
- Microsoft Dynamics AX Project Management & Accounting
- Microsoft Dynamics AX Budgeting
- Microsoft Dynamics AX Workflows

WORK HISTORY

Quality Assurance Manager, 09/2021 - Current

SKILLS

- Leadership



- Problem-Solving



- Communication



- Teamwork



- Time Management



- Ability to Work Under Pressure



- Requirement Analysis



- Technical Documentation



- UML



- Microsoft - Sure Steps



- Metrics and reporting



- Security Testing



- API Testing



- Performance Testing



- Microsoft Dynamics AX 2012 - Financials



- Microsoft - SQL Server 2012



- JIRA - Project Management



- MS Project



- VISIO



- Confluence



- Trello



- MQL4 (for FOREX Trading Platform)



- Postman



- JMETER



- Zephyr



Emaan Financial - Karachi, PAKISTAN

- Working on Digital Banking Solutions for "Retail & Corporate Banks (Middle East)."
- Empowering Features such as Client On-Boarding, LIMIT Management, Fees & Other Charges, LOAN calculations, Salary Advance, etc.
- Mentoring and managing the QA team, plus ensuring that they are meeting project goals and objectives
- Reviewing project requirement specifications & creating test plans and testing units
- Estimating testing-related work, assigning tasks, prioritizing and monitoring progress, plus prioritizing and tracking the progress of the testing process
- Liaising with internal teams, responding to user inquiries, and technical support regarding application functions and operations
- Managing daily activities and sprint results on JIRA
- Performing smoke, API, functional, performance, and regression testing of customized software
- Evaluating the Traceability Matrix to ensure testing meets the business requirements of clients
- Understanding the APIs of different companies and their limitations.
- Identified process bottlenecks by conducting thorough root-cause analyses.
- Established robust quality documentation systems that ensured traceability throughout the entire production lifecycle.

Associate Functional Consultant, 07/2020 - 07/2021

Mazik GLOBAL Pvt. Ltd - Karachi, PAKISTAN

- Utilized JIRA for requirements documentation, optimizing project tracking and delivery for stakeholders.
- Spearheaded process improvement efforts, analyzing current operations to identify inefficiencies and recommend actionable solutions.
- Conducted comprehensive reviews of existing systems, processes, and stakeholder needs to develop targeted improvement initiatives.
- Established priorities and drove accountability for assigned initiatives, providing leadership.

Assistant Manager, 11/2016 - 06/2020

The INDUS Hospital - Karachi, PAKISTAN

It's all about building trusted client relationships and conducting discovery sessions with clients to determine pain points.

- Established open lines of communication with the team for feedback and suggestions.
- Established team priorities, maintained schedules, and monitored performance.
- Plus, diagnosing how our Human Resource Management System (HRMS) application can provide value and achieve a return on investment.
- Identified inefficiencies to propose actionable improvements for overall workflow.
- Developed contingency plans with the team to address potential disruptions.

Business Analyst - LEAD, 04/2015 - 11/2016

10 Pearls Pvt. Ltd - Karachi, PAKISTAN

- Cor360 is an automated invoicing platform that allows companies to manage both paper and paperless customer invoices
- COR360 is a facilitated Software-as-a-Service (SaaS) application, implying that it is not introduced on your PC or your organization's server
- With COR360, you can see and deal with your organization's reports inside a safe work process.
- Translated business needs into technical specifications using JIRA, improving development accuracy and efficiency.
- Optimized workflow processes to enhance overall productivity and achieve operational excellence.

PMO - Team Lead, 07/2014 - 04/2015

TRG (DGS) Pvt. Ltd. - Karachi, PAKISTAN

- QTP
 - Microsoft Power BI

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HOBBIES AND INTERESTS

- Network Games
 - Cricket
 - Soccer
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LANGUAGES

English:

Urdu:

EDUCATION

Bachelor of Science : Computer Science, 10/2006

PAF-KIET - Karachi, Sindh, Pakistan
Majors: Software Engineering, ERP, SPM, OOP, SQA, etc.

High School Diploma, 05/2002

DHA College For Men - Karachi, Sindh, Pakistan
Majors: Chemistry, Physics & Mathematic

Matriculation (SSC), 05/2000

HAPPY HOME SCHOOL - KARACHI, SINDH, PAKISTAN
Majors: Math, Chemistry, Physics, & Computer.

- Define & maintain implementation processes, and manage the implementation life cycle through JIRA
- Timely identification of issues and resolution during the project process
- Spearheaded the successful implementation of various organizational change initiatives, resulting in increased productivity and improved business processes.
- Coordinate with relevant stakeholders concerning project requirements, scope, and essential deliverables Intellectual Buy flow Documentation
- Create Buy-flows documentation that describes the complete Techno-functional flow for all the Cable Verticals related Clients (For e.g
- Comcast, AT&T, Charter, Time Warner Cable, Cox, Mediacom, RCN, Shaw Direct, Movestation, etc

Sr. Software Test Engineer - Level 1, 08/2009 - 07/2014

Mazik GLOBAL Pvt.Ltd - Karachi, PAKISTAN

- As a Sr. Software Test Engineer along with Dynamics AX - Financial background possessing strong interpersonal, communication, problem-solving, and decision-making skills.
- Writing functional documents including Solution Scope, Functional Design, and User Acceptance documentation.
- Determine test approaches and methods as defined by Microsoft Inc.
- Set schedule estimates, timelines, and milestones in terms of testing.
- Maintain and update test plans, test cases, and test environment
- Formulated end-to-end test plans utilizing JIRA, improving defect tracking and team collaboration.

Software Test Engineer, 06/2007 - 07/2009

WaveTec Pvt. Ltd. - Karachi, PAKISTAN

- Optimized test cases to maximize the success of manual software testing.
- Identified and documented software defects, improving product quality and user experience.
- Performed load testing to verify software scalability and performance under high demand.
- Conducted regression testing, analyzed results, and submitted observations to the development team.
- Optimized test cases to maximize the success of manual software testing.
- Reduced project delivery time by implementing automated testing frameworks and tools.

REFERENCES

- Qamar Hafeezi (Founder & Chief Technology Office) ... **Aciano Technologies**
Cell: +92 321 377....
- Ghayas ur Rehman (Development LEAD) ... **Time Xperts Pvt Ltd**
Cell: +92 333 3046...
- Usman Awan (Development LEAD) ... **Codebase Tech**
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