

Ali Asif Chughtai

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Lahore, Pakistan

Professional Summary:

Motivated professional with substantial experience in software support, troubleshooting and customer service. Committed to providing a pleasant experience for business application users. Able to keep a level head even when a problem is more difficult than initially expected. Dedicated team player willing to collaborate with coworkers to fix problems and complete projects in a timely manner.

Skills:

- JIRA/Salesforce
- SQL
- Confluence
- Microsoft Office
- Analytic problem solving
- Data analysis
- Fraud prevention
- Committed to maintaining data integrity
- Team player
- Skilled in conflict resolution
- Self-motivated nature
- Goal-oriented
- Exceptional communication skills
- Flexible Schedule

Work History:

Application Support Analyst - July 2019 to Present

Contour Software – Lahore

- Troubleshoot software and applications for clients based in US and Canada to help them use the programs efficiently.
- Creation of development bug reports, working with development to ensure items are completed and properly tested.
- Keeping customers informed of the status of open cases, providing next steps and anticipated resolution times.
- Performing standard software upgrades and patches.
- Manage customer issues through effective troubleshooting, listening, problem solving, positive action, information gathering and case escalation in a timely manner when appropriate.
- Prioritize, balance, multitask competing issues based on impact to end user, customer urgency, length of outstanding issue and political sensitivity.

Fraud Analyst - October 2014 to June 2019

i2c Inc. – Lahore

- Working closely with internal teams and clients to understand the project requirements and develop anti-fraud modules to suit clients' needs.
- Developing new system rules and parameters to apply financial restrictions on customer transactions as per clients' business module.
- Observe customer transactions to identify fraudulent activity such as account take over, money laundering, friendly fraud, theft and similar other risks.
- Prevent crimes through careful observation and investigation of suspicious and unusual behavior.
- Execute processes defined for fraud detection and prevention, while identifying new trends in fraud.

Supervisor Customer Service - December 2012 to September 2014

Mindbridge – Lahore

- Investigate and resolve customer inquiries and complaints in an empathetic manner.
- Met all customer call guidelines including service levels, average service time and productivity.
- Assumed ownership over team productivity and managed workflow to meet or exceed quality service goals.
- Scheduled staff shifts to cover peaks in customer inquiries.
- Trained staff on operating procedures and company services.

Education:

Diploma of Higher Education (3 years)

Electronics and Communication Engineering - 2010

London Metropolitan University – London, United Kingdom

A-Level - 2007

Lahore Acadia – Lahore, Pakistan

O-Level - 2004

Pamir International College – Lahore, Pakistan

Certifications:

- SQL - MySQL for Data Analytics and Business Intelligence