

# Muhammad Ali

IT Software Engineer | Application Engineer



## — EDUCATION

Bachelor's In Computer  
Science BSCS  
From Iqra University Karachi

Intermediate In Pre  
Engineering  
From Government Degree  
Science Boys Collage

Matriculation In Computer  
Science  
From Happy Home Grammar  
School  
Karachi

## — KEY SKILLS

HTML, CSS, JAVA,  
JAVASCRIPT, PHP,  
MSOFFICE, SQL/ORACLE, AS  
E ISQL, SQA Manual Testing  
, Project Management,  
Python and How know about  
ASP Dot Net.

## — Certification

Web Designing From  
IACT Malir  
Karachi

## SUMMARY

System Application Support Officer and Software Engineer with strong expertise in application support, system optimization, and issue resolution across critical business platforms. Proven ability to ensure system stability, enhance performance, and deliver reliable user-focused solutions in high-availability environments.

## EXPERIENCE

### Core Banking & Financial Application Support Officer BankIslami Pakistan Limited

— Karachi, Pakistan

- Provided **L2/L3 support** for Core Banking and allied systems ensuring **24/7 availability**, issue resolution, patching, and performance monitoring.
- Supported and optimized banking platforms including **T24, iMAL, Flexcube, CRM, AML, Payment Switches, Digital Channels, and SWIFT**.
- Managed system **integrations** with ATM switches, mobile/online banking, AML, billing, and regulatory systems using **REST/SOAP APIs and ESB**.
- Assisted in **implementation, upgrades, and migrations** of core and allied applications in coordination with vendors and business teams.
- Conducted **UAT coordination, system testing**, and ensured compliance with regulatory and quality standards.
- Developed **MIS reports**, performed data analysis using **SQL/Oracle**, and handled data extraction/uploads.

### Application Operations Support / DevOps Bank Alfalah Pakistan Limited

— Karachi, Pakistan

- Delivered **Application & Operations Support** with exposure to **DevOps practices** across UAT and Production environments.
- Deployed applications on **UAT and Live servers**, resolved incidents, and ensured service continuity.
- Monitored application services, APIs (Postman), server replications, and transaction flows.
- Performed **daily system backups** and routine operational health checks.

Application Support Engineer

<div data-bbox="99 69 350 105"><p>— <b>LANGUAGES</b></p></div> <div data-bbox="99 153 303 184"><p>English and Urdu</p></div>	<div data-bbox="472 63 940 128"><p><b>Intiaz Super Market (Head Office)</b> Karachi, Pakistan</p></div> <div data-bbox="560 161 1549 464"><ul style="list-style-type: none"><li>• Provided <b>24/7 application support</b> across multiple branches and head office operations.</li><li>• Specialized in <b>QAT, UAT, API validation</b>, and issue troubleshooting.</li><li>• Supported <b>POS systems</b> and internal business applications for smooth retail operations.</li><li>• Executed <b>monthly data purging</b> via SQL Stored Procedures to optimize server performance.</li><li>• Conducted daily application monitoring and prepared technical reports using <b>SQL Server &amp; Excel</b>.</li></ul></div> <div data-bbox="472 497 837 596"><hr/><p><b>QA / IT Support Analyst</b> <b>HBL – Habib Bank Limited</b> — Karachi, Pakistan</p></div> <div data-bbox="560 630 1505 898"><ul style="list-style-type: none"><li>• Supported <b>incident management</b>, IT operations, and QA activities across banking applications.</li><li>• Prepared <b>MIS reports for SBP audits</b>, including Daily Downtime and Out-of-Cash reports.</li><li>• Provided core-level support for <b>RAAST (MPG), PSW, Siebel, HRS, CRPL Trade Portal, and Remittance systems</b>.</li><li>• Delivered IT support via calls and emails while monitoring system and staff performance.</li></ul></div>
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