

Muhammad Ali

IT Software Engineer | Application Engineer



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

— 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

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