
MOHAMMOD SUHEL FIRDUS

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WEBSITE, PORTFOLIO, PROFILES

- <https://www.linkedin.com/in/suhelfirdus/>
- <https://github.com/suhelm>

PROFESSIONAL SUMMARY

Results-driven professional with 10+ years of experience and focus on performance. Known as top team member dedicated to delivering quality technical work and meeting team goals. Flexible with changing assignments and specific needs of different technical projects. Passionate about learning new programming languages.

SKILLS

- | | |
|---|----------------------------------|
| • Helpdesk services | • Software Development Standards |
| • Desktop support | • Software Quality Assurance |
| • Continuous Integration Systems | • Debugging and Troubleshooting |
| • Source and Version Control: Git, GitHub | • CRM Software |
| • Data Storage and Retrieval | • SOAP and RESTful Web Services |
| • Teamwork and Collaboration | • Software Deployment |
| • Agile/Scrum Methodology | • Software Customizations |
| • Object-Oriented Programming | • End User Support |

WORK HISTORY

Service Desk Operator -Part Time, 09/2020 to Current

AITS - Concordia University – Montreal, Quebec

- Engaged in user support interactions via telephone, chat and email platforms
- Responded to user operational issues with desktop computers, laptops and mobile electronic devices to enable problem resolution
- Identified system hardware, network infrastructure and connectivity issues that prevented execution of user-initiated tasks
- Resolved common user concerns by utilizing preset issue resolution scripts
- Entered service tickets into incident tracking system to facilitate faster problem identification and resolution

Principal Consultant, 02/2018 to 11/2020

Oracle Financial Service Software - Client Wells Fargo Bank – Charlotte, North Carolina

- Integration consultant for **Oracle** flagship products. BFSI software troubleshooting and consulting. Developing APIs for integration. Language practiced : Oracle PL/SQL, SpringBoot, Java, Apache camel, JavaScript
- Provided detailed advice to customers regarding Oracle Flexcube - a Banking system
- Supported clients with business analysis, documentation and data modeling

Principal Consultant, 10/2008 to 11/2020

Oracle Financial Services Software – Bangalore, Karnataka, India

- **2008/10 - 2011/06**
- Bangalore India - Staff Consultant.
- **2011/07 - 2012/05**
- Deployed in Desjardins Bank - Montreal, QC Canada
- **2012/05 - 2014/05**
- Bangalore India - Senior Consultant.
- **2015/07-2018/02**
- Bangalore India - Principal Consultant.
- **2018/02-2020/11**
- Deployed in Wells Fargo Bank - Charlotte North Carolina
- Provided detailed advice to customers regarding Oracle Financial Softwares
- Collaborated with clients from concept through final delivery of product or service
- Delivered outstanding service to clients to maintain and extend relationship for future business opportunities

Technical Leader, 05/2014 to 06/2015

Tavant Technologies India – Bangalore, Karnataka ,India

- ETL / Data warehousing , Oracle Data Integrator. Extracting and Filtering data for the BI systems
- Built product feature lists with customers and internal stakeholders
- Integrated automation into monitoring and security measures to reduce required employee attention
- Boosted information sharing by enhancing interfaces between computer systems
- Built databases and table structures following DW architecture methodology for web applications
- Collaborated with cross-functional development team members to analyze potential system solutions based on evolving client requirements

Integration Consultant, 07/2011 to 05/2012

Oracle Financial Services - Client Desjardins Bank – Montreal, QC

Implementing and consulting Banking software. Oracle Technologies

- Worked closely with clients to establish specifications and system designs
- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs and enhancements
- Configured, installed and tuned Oracle Financial Services Flexcube - based systems for performance in

Oracle databases

- Conducted data modeling, performance and integration testing
- Developed conversion and system implementation plans

EDUCATION

Master of Engineering : Software Engineering, Expected in 08/2022

Concordia University - Montreal, QC

Bachelor of Engineering: Electrical And Electronics Engineering, 04/2008

Anna University - Chennai, India