

Sr. IT & IS Audit Professional

Profile Summary

With more than **2 decades** of experience in some of the most prestigious Technical Support & Technology driven companies, I am currently perched at a **Senior Level** position. Extensive international experience of Large Scale Project Management, Technical Support and Vendor Liaison, implementing real-time mission critical business systems.

Coupled with an **MBA in Management Sciences** I have also attended and delivered broad-based training sessions throughout my career. A senior level resource with the ability to execute multiple projects and lead diverse teams. Working exposure with some of the most renowned brands in the world including HSBC, American Express Bank, Saudi Telecom, SBM, Nestle, IBM, SATO Travel & Toys R Us.

Technology Skills & Vocational Strengths

IS Auditing | Project Management | Technical Support | AS/400 | Windows/AIX | ILE RPG | SQL/400 | RPG | C-Language | CL/400 | JAVA | Live Installations/Migrations | L1/L2 Support | Systems Security | JD Edwards | Oracle | SAP | BPCS | Misys/Equation | Arksys/Euronet | Leadership Skills | Team Management | Communications | Training & Mentoring

Career Snapshot

Positions	Organization	Tenure
- Wing Head ISA&AW (VP)	(National Bank of Pakistan)	2015 – <i>Present</i>
- Server Support Specialist	(IBM - Pakistan)	2012 – 2015
- Technical Support Specialist (iSeries)	(SBM – Saudi Arabia)	2008 – 2011
- IT Specialist	(IBM - Pakistan)	2003 – 2008
- IT related Roles	(Various Organizations)	1995 - 2003

Employment Profile

National Bank of Pakistan - (Rawalpindi)

Key Responsibilities: Jul 2018 – Present

IS Audit & Automation Wing Head (VP) – (Islamabad)

Key Responsibilities: May 2017 – Jun-2018

- Looking after Northern Region of Pakistan from Back-Office Audit Perspective consisting of more than 500 Branches.
- Auditing of IT Applications, QAR of reports, Correspondence with Regional Heads and regional management for resolution of Audit findings.

CIC (Core Banking Implementation Center) Manager (VP) – (Lahore)

Key Responsibilities: Mar 2016 – Feb -2017

- Manage a team of 10 persons for Core Banking Application (CBA).
- Manage support, training and operation of 142 branches within Lahore region

Manager ATM Operations & System Support (VP) – (Karachi)

Key Responsibilities: Mar 2015 – Feb 2016

- Managed and successfully completed 3 projects within the first 6-months of joining.
- Headed the Euronet/ITM Release Upgrade and Store and forward (Stand-in offline processing) projects.
- Key resource in providing solutions related to Alternate Delivery Channels, high availability and disaster recovery.
- Ensure that all projects are delivered on time, within scope and within budget.
- Recommend IT strategies, policies, and procedures by evaluating organization outcomes, identifying problems, evaluating trends, anticipating requirements.

IBM Pakistan

Server Support Specialist

Key Responsibilities: March 2012 – March 2015

- Managed and mentored a team of 8 System Administrators for 24x7 operations of IBM-i and MIMIX support activities for Habib Bank (IBM IT Out-tasking project).
- Responsible for 12-LPARs, running Misys/Equation as Core Banking Solution with 3 different production environments, replicating to two different disaster recovery sites using MIMIX HA.
- Provided solutions related to high availability and regular monthly DR drills.
- Involved in various System upgrades of OS/400 and live data migration between different generations of Power systems. (Power-6 V5R4 to Power-7 V7R1).

Saudi Business Machines – Saudi Arabia - IBM GMSR

iSeries Technical Support Specialist

Key Responsibilities: May 2008 – May 2011

- Provide remote/on-site technical support to 20+ clients nationwide for IBM-i (AS/400) and MIMIX HA
- Analyze customer help requests by identifying and implementing solutions
- Installed, updated, configured LIC, OS, PTFs and software, including migration of data to new servers.

IBM Pakistan

IT Specialist

Key Responsibilities: May 2003 – May 2008

- Delivered complete Mimix High Availability set-ups: obtained customer information, created approval proposals, wrote and implemented the programs, including synchronizations, test switching, and auditing.
- Wrote IPM bulk file processing, MCI Online Authorization Programs and processing of CVC1 & CVC2 in RPGIV for MCB Bank.

Prior Experience

- **SATO Travel, USA** - Software Developer - Jun 1999 - Nov 2001
- **Al-Rostamani Group of Companies, UAE** - AS/400 Programmer - Nov 1997- Jan 1999
- **Systems Ltd.** - Application Analyst - Aug 1997 - Nov 1997
- **Nestlé Pakistan** - AS/400 Programmers - Apr 1995 - Jun 1997

Selected Achievements

- Enhancement of ATM Screens and development of new receipts as per industry standards - **NBP**
- ATM Enhanced Transaction Set with reversal (Host to Host Interface Rebuilding) - **NBP**
- ATM Inter Bank Transfer of Funds – **NBP**
- Migrated 3 Production Servers (having 7,000 concurrent users) using replication tool MIMIX HA, by reducing system downtime to less than 30-mins with ZERO loss of data at Habib Bank Limited. (**HBL**)
- Provided remote/on-site technical support to 20+ clients nationwide for IBM-i (AS/400) and MIMIX HA including American Express Bank, Toys R US, HSBC, Saudi Telecom Corporation, Bank Al-Jazira and Riyadh Bank. - **SBM**
- Managed 25+ customers for IBM-i products & Mimix High Availability Software nationwide. - **IBM**
- Minimized execution time from 12 hours to 2 Hours of existing audit programs in CLP & RPGIV
- Involved in MasterCard Debit & Credit Card Acquiring for POS (Maestro) setup, testing of scripts, online certification for MCB Bank.- **IBM**

Academics & Credentials

- **MBA (Management Science)** from SZABIST Karachi – 2006
- **BCS** from FAST-NU Lahore -1994
- **IBM Certified System-i Administrator**
- **IBM Certified Specialist** (RPG Programmer)
- Have attended international and national workshops on several technical topics including PMP, SAP, IBM Systems, Mimix, Oracle, Databases and programming.

