

Syed Afaque Ali Shah

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PROFESSIONAL SUMMARY

A smart working, adaptable and technical resource having 8 years of implementation and operational support experience in field of E-Banking. Worked on different cards and payments projects under waterfall and agile teams. Possessing a track record of implementing various projects in complex structure. Looking to join a company that is keen to recruit a talented resource to work on challenging and interesting assignments in e-payments domain.

DOMAIN EXPERIENCE

- EFT Switch Implementation & Migration
- EMV
- ISO 8583
- Card Management System
- Bill Payment System
- POS & Merchant Management System
- EMV Issuing & Acquiring
- Contactless Payments (NFC)
- E-Payment Gateway
- ATM, CDM, Kiosk
- Web Development
- Clearing, Reconciliation & Settlement

BANKING APPs EXPERIENCE

EFT Switches

- BPC SmartVista Suite
- TPS IRIS
- Euronet ITM
- CTL Prime 4

Simulators

- VTS, ASTREX
- MAS, MDFS, MCPS
- Edit Package, Clearing Optimizer Tool & MFE
- Collis
- UL Brand Test Tool

International Payment Schemes

- VISA
- MasterCard
- AMEX
- UPI

Local Payment Schemes

- PayPak
- OmanNet
- 1-Link
- Mnet

Integration with Core Banking Systems

- MiSys Equation
- SYMBOL
- Temenos T24
- iMAL Islamic

Certification Testing

- ADVT, CDET, GHT, Base II
- M-TIP, NIV, IPM, AEIPS

EXPERIENCE



Oman Arab Bank (Muscat) Switch & POS Support Consultant

June 2019 - Present

Working in Oman Arab bank as outsource employee by NCR in IT department performing CMS, Switch and POS/ATM projects implementation and operation support. Involved in new switch smart vista migration activity from ACI Open2, UAT, certifications, Settlement problems and process flows. On the other hand, identifying production issues and resolving the Issues with co-ordination of vendors.

Projects

- ✓ Central Bank of Oman contact and contactless Certification
- ✓ MasterCard issuing and acquiring Contact and contactless Certification
- ✓ AMEX Contact and Contactless Acquiring certification
- ✓ VISA Issuing and Acquiring Contact and contactless Certification
- ✓ Performed Complete SmartVista UAT
- ✓ VISA And MasterCard mandates
- ✓ ATM Migrations from Windows 7 to Windows 10
- ✓ Android POS implementation
- ✓ Recon and settlement process re-engineering VISA & MasterCard
- ✓ Merchant Management system and portal implementation



Euronet Pakistan (Karachi) Application Consultant

Nov 2017 – June 2019

Worked in Application delivery and project department concerned with all the Payment Systems Applications and Databases), related to Debit Card issuance and acquiring, Merchant settlement & payment, Third Party payment processor's (VISA, MasterCard & UPI) settlement and transaction monitoring. ATM/POS outsourcing (Integration and Management) and other Payment solutions. Involved in Card issuing, developing in-house projects in collaboration with Development Team.

Projects:

UPI Quickpass for Keenu (WEMSOL).

- ✓ Performed end to end development, configuration and certification of UPI Quickpass (NFC) based

acquiring and implementation.

UPI Issuance for Faisal Bank.

- ✓ Performed end to end development, configuration and certification of UPI issuance and implementation.

UPI Acquiring for Muslim commercial bank.

- ✓ CUP EMV Acquiring on MCB ATMs performed end to end configuration for message specification.

IVR Acquiring for SAMBA bank.

- ✓ Performed end to end configuration and integration for SAMBA IVR in short time and performed SIT.

Bank Al Habib POS Acquiring.

- ✓ VISA (EMV & Magnetic strip) Acquiring, MasterCard (EMV & Magnetic strip) Acquiring, CUP
- ✓ Acquiring, Online and Offline Certifications with VISA and MasterCard For Bank Al Habib.
- ✓ POS ADVT for Bank Al Habib Pakistan.
- ✓ POS NIV for Bank Al Habib Pakistan.

Responsibilities

- Providing 2nd level Support for Alternate Distributed Channels Transactions.
- Identifying issue in system if any problem is reported.
- Root Cause Analysis for Resolution of issue.
- Resolution of issues occurred during settlement/processes.
- Co-ordination with international Support for resolution of raised issues.
- Co-ordination with Payment Gateways support teams for resolution of issues.
- Co-ordination with Vendors / Customers.
- Participating in Mandates testing and implementation.
- Co-ordination with development team for development of new process and products.



24th JAN 2017- 2nd November Assistant Manager
HABIB BANK LTD Pakistan (Karachi)

Performing service in ADC department and implementing new system as per business requirement with the co-ordination of multiple vendors (TSYS, TPS, AVANZA and Euronet).

- ✓ Perform UAT for Prime 4 upgrade.
- ✓ Online testing with VISA and Mastercard for Prime 4 upgrade
- ✓ Managing project deliverable with the project plan.
- ✓ Recording and managing project issues and escalating where necessary.
- ✓ Arrange meeting and training of new product or change occurred in existing functionality.
- ✓ Monitoring project progress and performance and send status to all relevant stake holders.
- ✓ Deploy or implement production releases/patches/packages on test environment and help production team to simulate the issue and perform testing.
- ✓ Deploy patch/packages at test environment and engage with end user to perform UAT.
- ✓ Custodian of test ATM's and HSM. Ensure that all test ATM's and HSM working fine.



November 2015– 23rd JAN 2017 Application Consultant
Euronet Pakistan (Karachi)

Application and Project integration, implementation and delivery. Experience as an IT / e-Banking professional with Technical & Analytical knowledge. Expertise in Cards & Payment Systems, Remote Banking Channels, POS Acquiring. Transaction Routing & Settlement Process. Hands on Visa and MC Issuing and Acquiring certifications (ADVT, NIV).

Build a strong customer relation in Barclays Pakistan, Muslim Commercial Bank, Burj Bank, Habib Bank Limited, Bank AL Baraka, Waseela Bank and Bank Al Habib. VISA Incoming and outgoing also knowledge of CTL. Troubleshoot the ATM transactions like IBFT, UBPS, Mini statement, Fast Cash.



February 2015 – November 2015 Technical Support (Team Lead 24/7)
Euronet Pakistan (Karachi)

- ✓ Leading and Managing Euronet 24x7 Support Team.
- ✓ Creating / Managing BATCH FILE Scripts to simplify various processes.
- ✓ Modifications in the programs to remove bugs.
- ✓ Data extraction from database using SQL for Customers.

- ✓ Providing Technical Level Support for Alternate Distributed Channels Transactions (ATMs & POS).
- ✓ VISA & MASTERCARD Settlements.
- ✓ Acquirer / ATMs configuration into system.
- ✓ Customer (Banks) Query Responses.



June 2013– February 2015 Assistant customer support analyst
Euronet Pakistan (Karachi)

- ✓ To monitor continuously the status of the AS/400s.
- ✓ To provide first line maintenance in case of service interruption on the ATM network.
- ✓ To escalate immediately any problems that cannot be solved by the Monitoring Center which arise from the AS/400 hardware, network communications, or server based on Euronet's Escalation Procedures.
- ✓ To dispatch ATM network related problems to the client bank or CIT depending upon the service contract with the client bank.
- ✓ To check ATM cash counters at the end of the day and modify them if necessary, based on information from client banks and/or CITs.
- ✓ To perform daily end-of-day procedures, batch jobs, and process incoming/outgoing files based on Monitoring Center Check List.
- ✓ To perform daily file transfer procedures to and from customers based on Monitoring Center Check List.

EDUCATION

UNIVERSITY OF SINDH JAMSHORO

BS (Information Technology) from 2009 to 2012

SARWARI ISLAMIA COLLEGE HALA NEW DISTRICT MATIARI

Intermediate from 2005 to 2007

MAKHDOOM GHULLAM HYDER HIGH SCHOOL HALA NEW

Matriculation from 2003 to 2005