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# RESUMÉ

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# MUNEER AHMED

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**SUMMARY**

* Expertise in ***providing L2*** support to ***technicality***/***functionality to manage Finacle 10x***; addressing queries regarding the Information System and Application Issues and *extending onsite & remote support*
* Handling basic ***Customization & Support in Finacle 10x and Conne*** (Functional & Technical)
* Providing support of Finacle Application for reputed bank(s) entailing ***EOD/BOD, , Unit Testing, Finacle, Post-Implementation Support, Finacle/Batch Job Failure***
* Customer-centric professional with proven skills in coordinating ***Helpdesk/ Mails / Ticketing activities including Incident / Problem / Change Management and delivering robust solutions to all Critical Incidents Issues*** for enhanced customer delight
* Knowledge of ***Finacle Scripting, Oracle SQL & PL-SQL, Linux***
* ***User Training & collection the master data***
* Good negotiation and commercial skills, IT cost reduction, Vendor Management.

**TECHNICAL SKILLS**

* Banking Domain (Finacle) - Functional & Technical (Product/Custom)
* PLSQL and SQL Developer
* Create, Insert, Update, Delete, Retrieve Data using the Select Statement and Display Data from Multiple Tables
* Finacle & Shell Scripting
* Finacle
* Application Support
* Service Manager Tool (ITSM, HPSM & UNIDESK)
* ERP- MS Dynamics Navision
* MS Office & MS Outlook (365)

**PROJECTS DETAILS**

* **Current Project:**

***Project:*** ***Bank of Baroda – (Hyderabad)*** *on behalf of* ***DXC Technology Limited*** *since 10****th May 2022*** *to* ***till now.***

***Role: Professional 1 Application Delivery***

***Environment & Tools:*** *Finacle (10.2.18), Connect-24, Oracle SQL,Pl-Sql, Linux/Unix, Simulator, Arcos, Putty, C-24/FI Tester, ITSM*

***Description:*** *In this project, worked as a part of CBS Team and providing support (functional and technical) to the bank team on the day-to-day issues related to CC/OD/LAA/CASA/CRM Finacle along with fixing the code/script/plsql or managing functionality.*

***Responsibilities:***

* Handling & monitoring functionality of Finacle, Finacle Application along with day-to-day issues related to the applications.
* Managing & handling Finacle EOD-BOD along with Offline/Online of channels.
* Debugging and fixing of issues for failures in business logics through customization and support.
* Communicate Application Problems and issues to end Users and Unit leaders (Finacle 10X) Bank of Baroda Modification of parameters related to requirement.
* Provide front-Line Second Level Technical Support to End Users, Resoling interest application issues as reported from end users for loans, CC, OD, and TD accounts. Resolving all type of inventory issues, looking all type of charges issues.
* Write PL/SQL programs to generate various reports/data as per business requirement.
* Provide Functional support to the end users and Maintain functional SOPs as well

**Tenjumps Softtech Pvt .Ltd**

**Since 24 Aug 2021 to 09 May 2022**

**Finacle L2 Support Both frontend and backend**

#### **Roles & Responsibilities**: Communicate Application Problems and issues to end Users and Unit leaders (Finacle 10X) Bank of Baroda

Monitors Applications for any performances issues and communicates to stakeholders

Provide front-Line Second Level Technical Support to End Users, Resoling interest application issues as reported from end users for loans, CC, OD, and TD accounts. Resolving all type of inventory issues, looking all type of charges ssues

Application support for EOD, BOD,SOLOP,resolvng all type fatal errors as facing end user at the time of closing accounts, doing transaction, open new accounts

**Tools**: Finacle 10x Report server/Live, sql.

**Operating Systems**: Linux, Unix, Window7, Window8, Windows 10

**Database**: SQL

**Onward Eservices Ltd**

**Since Sep 2019 to 23th Aug 2021**

**Projects**

**Client: Bank of Baroda**

#### **Roles & Responsibilities**: Communicate Application Problems and issues to end Users and Unit leaders (Finacle 10X) Bank of Baroda

Monitors Applications for any performances issues and communicates to stakeholders

Provide front-Line First Level Technical Support to End Users, Resoling interest application issues as reported from end users for loans, CC, OD, and TD accounts. Resolving all type of inventory issues, looking all type of charges issues

Application support for EOD, BOD,SOLOP,resolvng all type fatal errors as facing end user at the time of closing accounts, doing transaction, open new accounts

**Amity University (for 4 Month as a Freelancer)**

**Since Dec 2018 April 2019**

**Client: Union Bank of IndiaRoles & Responsibilities**: To given the training in UBI (Union Bank of India) Finacle 10X

Application Support Training and Finacle Training

**Client: Department of Post**

**Since Feb 20018 to Dec 2018**

#### **Roles & Responsibilities**: To given the training in DOP (Department of Post) On RICT (Ruler Information and Communication Technology) Project.

Application Support Training and Finacle Training for IPPB (India Post Payments Bank) From

**Client: Samsung**

DMS (Samsung India) given the training for Samsung Dealer and Distributor

**Zenith Software Ltd.**

**May 2017 Nov 2017**

**Client: Uttaranchal Garmin Bank**

6-month work experience in Core Banking (Banck24 Next Generation Banking Suite)

Implementation Support and Training for Banc24.

**Samin TekMindz.**

**Nov 2016 April 2017**

**Client: Punjab Garmin bank**

6-month work experience in Finacle Version 7 (For Corporation Bank Finacle 7 project)

Implementation Support and Training for FINACLE 7 at ­­Chandigarh and Ludhiana as a freelancer.

**Divine Softech.**

**Oct 2013 Oct 2016**

### **Designation:** Web Developer

#### **Roles & Responsibilities**: Web application development using PHP and MySQL

Responsible for looking after a geographical sales area and generating increased revenue streams by tailoring company strategies, products and solutions to meet the needs of the customer.

Duties:

* Identifying and making contact with new prospective clients.
* Arranging meetings with prospective clients.
* Promoting the image of the company as a leader in technology services.
* Meeting clients at their offices, identifying their requirements and then proposing solutions.
* Highlighting the benefits of the company’s software products and services.
* Answering any technical IT questions that clients may have.
* Developing sustainable relationships with decision makers.
* Coming up with new strategies to increase sales.
* Arranging for software demonstrations for customers.
* Following the sales process from start through to close.
* Developing sales within both existing and new business accounts.
* Once a sale has been made then advising clients on IT implementation and training.
* Arranging for after / post sale support to clients.
* Writing proposals for prospective clients.
* Chasing up leads with follow up phone calls.
* Cold calling for new business.
* Giving sales presentations to customers.
* Taking steps to grow the base of referral sources.
* Helping to write and design sales and marketing literature.
* Attending networking events
* Planning, developing, and implementing field sales action plans.
* Gathering marketplace information on the pricing, new products, delivery schedules and merchandising techniques of competitors.
* Identifying problem areas to resolve.
* Managing sales expenses.

**IMIRC**

Dec 2006 to June 2011.

**Designation:** **Faculty*.***

**Role:**

Ability to teach the lessons in an interesting manner so that the students see the logic and retain the information

The job primarily involved training the enrolled students in Computer

The job primarily involves providing assistance to the students to develop the skills required to fortify their base in grammar and literature.

Preparing educational content for the content writing section

**Educational Qualifications:**

Master in Computer Application from IndraprasthaEngineeringCollege (UP Technical Board)

# Personal Profile

Date Of Birth 10/07/1981

Marital Status: Married.

Languages Known: English & Hindi

Weakness: Hardworking, Ability to work

In Team Environment & Fast Learner.

Date:

Place:

**(Muneer Ahmed)**