

Muhammad Iftikhar Ali

Principal Service Support Analyst | Windows App Developer

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Profile

I've been working as a Principal Service Support Analyst for over 4.1 years, providing full technical support for the company's products and solutions involving PKI, cryptography, and digital signatures. In addition, I have over twelve years of experience in (Client/Server) Application and Database Development on top financial projects in North America, Australia, and Far East Asia. A Team player who is proactive and industrious, with the ability to multitask, find improvements in software development processes, and efficiently execute feasible solutions.

PKI, digital Signatures, ADSS Server, and SigningHub domain competence, as well as Finance and leasing and ERP module development and deployment. Work effectively with others and thrive in a team environment. I enjoy working both as a team member and alone.

Work Experience

Principal Service Support Analyst

February 2021 – Present

Ascertia (Pvt) Limited

Lahore, Pakistan

<https://www.ascertia.com/>

Environment

ADSS Server, SigningHub,
SQL Server, Oracle,
MySQL, PostgreSQL,
Linux, Windows, Putty,
WinSCP, JIRA, Postman,
Soap UI, SLA's.

- Working as senior member 24x7 of the Ascertia support team to drive successful outcomes within the defined response times.
- Ensuring that inbound support requests are clearly defined, categorized and prioritized for effective follow-up while on shift. Working on multiple shifts including night shifts for North American customers.
- Work with the team to build an effective technical knowledge base with relevant, reusable material and create and maintain relevant documents
- Assist where required to provide internal service status on support cases and projects to Management, Sales, Customer Success, CTO and Management
- Work effectively with the senior support team members to plan for the release of new product versions and any new support service information including PQE of newly released product.
- Work closely with Customer Success to manage any complex customer deployments, issues or items that need careful management to ensure successful outcomes.
- Provide detailed and effective reports of product bugs, recommendations and enhancement requests to the development teams.
- Work with the Senior support team on all operational tasks for external facing Ascertia services, including SigningHub.com and ADSS Servers where they are hosted as a private or multi-tenanted service
- Work effectively with Senior Support team to plan any changes or upgrades to Ascertia hosted online services.
- Ensure effective communications for any planned cloud service interruptions to the customers and partners in line with agreed SLA's.
- Identify process, structure or operational improvement areas, discuss and implement solutions to address these with the Head of Support Services.
- Coach and mentor the Support team members.

Achievements: Providing Support for the products of Ascertia as a team member as well as in a lead role

ADSS Server, SigningHub, Web RA along with below services and tools

- AFP (Auto File Process)
- ADSS Server Client SDK
- ADSS Test Tool
- Restful API's to perform different kind of tasks related to signing, verification or revocation of certificates etc.

System Analyst (Team Lead)

September 2014 – Jan 2021

NETSOL Technologies Ltd.

Lahore, Pakistan

<http://www.netsoltech.com/>

Environment:

PB.Net, Oracle 9-11g, SQL Server
2005,2008 R2,2014,2016, SQL
Server 2012, PL/SQL developer,
Toad 9.0, SVN, JIRA, SLA (Service
Level Agreement), MS project,
Rational Rose, MS Visio.

- Provided support for production issues and End of Month activities.
- Participation in Gap Analysis and Requirement gathering with different clients.
- Suggesting business processes related recommendations on proposed solutions.
- Documenting valid Business Data for system. Writing Technical Documentation on Product.
- Played extra role of Release Manager (RM) for internal builds to Quality Assurance department.
- Providing Proof of Concepts (POCs) of the applications whenever required which is need to be pitched to the clients.
- Implement business logic of finance and leasing using Stored Procedures, Functions, views, Cursors, CTE in MS SQL Server 2005/2008 R2/2012 and Oracle 9i, 10g, and 11g.
- Conducted deep business analysis with respect to client's actual business requirements, current practices and procedure of work, on prioritized risk issues.
- Assisted in sales demos of NETSOL financial suit, and consulted with customers to analyze and understand functional requirements, objectives, desired features and suggested solutions if exist in current product.
- Preparation of requirement specification (RS) for new changes keeping in minds the business requirements, reviewing functional Specification (FS) and preparing Change impact documents. Preparation of Business Test Cases and scenarios.
- Analyzing Client's Business operational procedures, methods and mapping them with current business processes and practices.

Achievements: Worked for NETSOL Product NFS-WFS & DDAS | WFS (Wholesale Finance System) and DDAS (Dealer/Distributor & Auditor Access System) are part of NETSOL Financial Suite and facilitates in Automation and management of wholesale and retail finance activities.

Provided support to below clients as Team Lead

- Mercedes-Benz Financial Services Malaysia.
- Daimler Financial Services India.

Provided support to below client as Team Member

- JAC Santander China
- Mercedes-Benz Financial Services China
- Nissan Financial Services Australia
- GAC (Guangzhou Automobile Group)
- Brilliance Auto Finance China
- DZAFK China

Computer Programmer (Lead)

April 2012 – May 2014

**ADP Group of Companies
Dubai, UAE**

<http://www.autodieselpartsgroup.com>

Environment:

SQL Server, VB.Net, C#.Net,
Seagate Crystal Reports (8-XI),
Component One Studio,
FairPoint Spread, Telerik
Controls.

- Providing support to all operators of the application.
- Attending all application related meetings along with QA interactions.
- Identification, tracking and management of technical issues in application.
- Software requirement engineering, preparation of function specifications design specifications.
- Performing testing to ensure the quality of the application before deployment to then use machines.
- Represent department in management meetings, committees and forums pertaining to technical aspect.
- ERP implementation and new module development in VB.Net/C# and .Net SQL server, as well as Seagate Crystal Reports.

Achievements: Worked as Individual and leading the team, Development and Customization of Reports, perform analysis, design, coding and testing of the system.

Software Engineer

July 2008 – December 2010

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**Sheltec Inc Software & IT
Gujranwala, Pakistan**

Environment:

Dot net framework 2.0
windows application
development

- Providing support to all operators of the application.
- Attending all application related meetings along with QA interactions.
- Identification, tracking and management of technical issues in application.
- Software requirement engineering, preparation of function specifications design specifications.
- Performing testing to ensure the quality of the application before deployment to then use machines.
- ERP setup and new module development in VB.Net and SQL server, as well as Seagate Crystal Reports.
- Represent department in management meetings, committees and forums pertaining to technical aspect.

Achievements: ERP development and implementation.

Individual Projects

- Pizza Cottage Gujranwala Restaurant Sale Management and Inventory Management System Using Visual Studio 2008 and SQL Server 2000.
- Oxford School Gujranwala whole School Management System using VB.net 2005 and SQL Server 2000 with implementations.
- Waqas Woolen Mills Production and POS system using VB.Net 2005 and SQL Server 2005 with implementations.

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Education & Certifications

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| • Masters in Computer Sciences | University of the Punjab College of Information Technology (PUCIT) Lahore, Pakistan | 2005-2007 |
| • Bachelors in Computer Sciences | Allama Iqbal Open University Islamabad, Pakistan | 2001-2004 |

References

Will be furnished upon request