

## PROFESSIONAL SUMMARY

Aijaz is an experienced IT professional with 18+ years varied experience in banking operations for one of the leading Saudi Arabian bank. During his distinguished service he participated and led a number of activities for the analysis, design, implementation, for the core data center banking operations of the bank. He possesses excellent communication as well as interpersonal skills. He has deep experience in understanding business requirements of banking data center operations and the processes involved therein. He has first-hand experience of banking applications and systems, their interactions and integration, their administration, upgrades, disaster recovery, and operations.

He has solid background in computer applications and IT infrastructure by the way of his academics as well as the knowledge accumulated during long experience. He is keen on learning new and evolving concepts in the field as well as bring that knowledge to his job assignments.

He has the ability to manage large task loads as well as handle pressure situations. He is a team player and is able to contribute to teams in a variety of roles including team leadership. He is able to work on assignments independently with little supervision. He possesses strong interpersonal as well as written and verbal communication skills.

He is sports enthusiast as well as an avid reader with a variety of interests such as current affairs, developments in computing technologies, evolution and impact of electronic solutions on society, etc. in addition to classic literature and science fiction.

## WORK EXPERIENCE

|  |                       |
|--|-----------------------|
| <b>Specialist IT Infrastructure and Support- [KPI: - Strong Performer]</b> | <b>2015 – To date</b> |
| Al-Rajhi Bank, Riyadh, Saudi Arabia  |                       |

- Worked in Disaster Recovery project for the bank by participating in the working as well as supporting in the implementation of disaster recovery processes and procedures to prevent loss of data.
- Established and supervised procedures to conduct scheduled system health checks for the logical banking environments, such as tasks schedulers, backup and restore operations, etc..
- Supervised the operations of mainframe MVS Z/OS production applications, DB2 databases, CICS, MQ's and interfaces between them ensuring reliable systems performance.
- Coordinated with the production control team to execute and supervise (including troubleshooting) the daily batch job cycle.
- Fully responsible for the management and operations of the Acquirer subsystem of the Base-II Visa Edit package application for the bank, including yearly mandates and certificates of the systems involved.
- Fully responsible for the management and operations of Mastercard Authorisation, Clearing and Settlement process using the Clearing Optimizer application for the bank, including yearly mandates of the systems involved.

- Developed scripts and processes, and supervised the execution of all card based transactions (incoming and outgoing).
- Mentored and developed a number of new operations staffs.
- Supervised the operations of the MVS mainframe console system, SARIE payroll tasks.

**Senior Officer IT Production and Control Support- [KPI: - Strong Performer] 2010 - 2015**

Al-Rajhi Bank, Riyadh, Saudi Arabia

- Executed the scheduled shutdown and start-up of all CICS regions on banks production systems.
- Performed scheduled as well as ad-hoc inter-program load (IPL) task for the bank's production and test systems.
- Monitored and supported operations of peripheral devices such as printers, tape drives and DASD units.
- Monitored and administered mainframe and client server production and test systems for multiple sites including batch execution and peripheral devices.
- Coordinated with the production control team to execute the daily batch job cycle and escalate issues to concerned department.
- Coordinated with Technical Support team during the migration process of TSYS Prime Application and support to perform all the credit tasks.
- Operated and maintained the Acquirer subsystem of the Base-II Visa Edit package application for the bank, including yearly mandates and certificates of the systems involved.
- Operated and maintained of Mastercard Authorisation, Clearing and Settlement process using the Clearing Optimizer application for the bank, including yearly mandates of the systems involved.

**Officer IT Production and Support- [KPI: - Exceed Expectation] Sep 2008 - Mar 2010**

Al-Rajhi Bank, Riyadh, Saudi Arabia

- Participated in the execution of scheduled shutdown and start-up of all CICS regions on banks production systems.
- Executed actions following available SOPs for the scheduled as well as ad-hoc inter-program load (IPL) task for the bank's production and test systems.
- Monitored operations of peripheral devices such as printers, tape drives and DASD units.
- Monitored the operations of mainframe and client server production and test systems for the bank's host system.
- Execute all the credit cards tasks through Prime2 Applications and End of Process.
- Followed the SOPs issued by the production control team to execute the daily batch job cycle and escalate issues to concerned department.

- Operated and maintained the Acquirer subsystem of the Base-II Visa Edit package application for the bank, including yearly mandates and certificates of the systems involved.
- Operated and maintained of Mastercard Authorisation, Clearing and Settlement process using the Clearing Optimizer application for the bank, including yearly mandates of the systems involved.

**Administrative Assistant- [KPI:- Meet Expectation]**

Dec 2006 - Sep 2007

Al-Rajhi Bank, Riyadh, Saudi Arabia

- Operated corporate mainframe Console and provided first-level technical support by responding related WTO messages.
- Worked through IBM Tape library operations and Print operations.
- Issued command line statements to run production jobs in MVS environments.
- Keenly monitored system and batch problems and contacted technical support when necessary.
- Coordinate conference calls with technical support and outside vendors.
- Supported to resolve all the branch request through CA7 application.

**Technical Support Engineer**

Dec 2006 - Sep 2007

Arabic Computer Systems, Riyadh, Saudi Arabia

- Worked on Ministry of Education technical support project.
- Responsible to installs, modifies, and makes minor repairs to computer hardware and software systems as per the requirement.
- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Responding to callouts in a timely fashion.
- Following instructions, either written or in diagram form, to set up a system or fix a fault.

**Technical Support Engineer**

Dec 2006 - Sep 2007

Al-Alamiah Computers, Riyadh, Saudi Arabia

- Worked on Saudi British Bank technical support project.
- Provide technical assistance with computer hardware and software on site and remote.
- Resolve issues for staff via phone, in person, or electronically.
- Perform hardware and software installations, configurations, disk image and updates as needed.
- Create and maintain inventory of all the supplied PC's and Laptops.

## EDUCATION

|  |             |
|--|-------------|
| <b>Master of Computer Applications</b> | 1997 - 2000 |
| Osmania University, Hyderabad, India   |             |
| <b>Bachelor of Science</b>             | 1995 - 1997 |
| Osmania University, Hyderabad, India   |             |

## SKILLS

- Possess working knowledge of JES2, CICS, CASCH, 3480 Cartridge Management System and MVS JCL.
- Full command on Visa Edit Package Applications and its Administration.
- Full command on Mastercard Clearing Optimizer Application and its Administration.
- Full command on Mastercard File Express Application and its Administration
- Excellent knowledge of MS office suite.
- Good knowledge of ITSM tool like Remedy.
- Flexible to work in shifts as per requirement.

## PROFESSIONAL TRAININGS

- IBM Z Mainframe training by interskillLearning Program: -which covers all the basics knowledge required to operate Mainframes systems such as Hardware,Software,Databases and all the related applications.
- Anti-Money Laundering Training Program: - Yearly program which helps bank employees to protect and safe all the transactions carried out through bank.
- IT Service Management (ITSM): -Program conducted to show how IT team manage the end-to-end delivery of IT services to customers.
- Attended Tutorials for Visa Edit Package
- Attended Tutorials for Mastercard Pre-Edit Application, Clearing Optimizer Application and Mastercard File Express application portal.

## CERTIFICATIONS AND ACHIVEMENTS

- Fundamentals of Agile Project Management from PMI.
- Lean Project management Yellow Belt Professional(Lean).
- Lean Project Management (LeanPM®) Yellow Belt (Canvas Credentials (Badgr)).
- Cybersecurity awareness- CAPC.

## PERSONAL INFORMATION

|               |                             |         |                        |
|---------------|-----------------------------|---------|------------------------|
| Social Status | Married with three children | Iqama   | Valid and Transferable |
| Nationality   | Indian                      | Address | Al-Malaz, Riyadh       |

## DECLARATION

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.

Date:

Place:

(Syed Aijaz UI Haq)