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| Umair MehboobHouse No B-20Row T, Sofia House Gulshan-e-Kaneez Fatima Society,Block 1 Scheme 33 Gulzar-e-Hijri- Karachi Cell: +92333-3643652**Email: get\_umair****@hotmail.com** | Objective**To be a part of the challenging team which strives for the better growth of theorganization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company** |
| Employment History |
| **Senior Support Engineer***June 2018 – Mar 2021 (CSquare)** Providing End to End support to Genesys enterprise solution.
* Looking after three big clients within which one client with End to End Genesys solution.
* Hands on with Genesys Frameworks, Genesys CC Pulse, Genesys GVP, Genesys SIP Server.
* Experienced with Genesys Pure cloud solutions
* Hands on with genesys Speechminer call recording solution
* 24x7 availability for on-call support

**System Administrator & Logistics Head***December 2017 – May 2018 (STEM360)** Providing End to End PC support to all users
* Looking after entire Network and cabling to all users
* Re-programming of LEGO Robots for upcoming events and fairs
* Supervise entire movement of STEM360 equipment and science bus to the schools / fairs.

**Senior Software Support Engineer***June 2017 – Nov 2017 (Curve Technologies, Karachi, Sindh)** Looking after Altitude and IVR application support
* Troubleshooting application related issues
* Investigation of integration issues with PABX and banking hosts
* Installation and deployment of new servers in stand-alone and DR configurations
* Coordinating with International vendors for resolving tier 3 issues
* Managing clients / Accounts and resolving their problems
* Project Management for Altitude based projects

**Recent Projects:*** Altitude Enhancement in UBL Bank and incorporating financial services over IVR
* Integration of Altitude with Avaya Aura 7

**Senior Support Officer / ADC Specialist***Nov 2013 – June 2017 (Habib Bank Limited, Karachi, Sindh)** Key resource in CTL / Prime / Online Production operations and maintaining portfolio of approx. 200,000 credit card customers & upcoming 16,000 point of Sales.
* Integration of webservice for CTL SDK application.
* Key resource in designing, planning & finalizing phase of new HBL Call Center Primary site in Karachi & Active D.R Site in Lahore.
* Creating and implementing SLA’s between IT, Business & Vendors for smooth and durable operations & for reducing downtimes.
* Documenting maintenance contracts between Hardware and software vendors for smooth and flawless support 24X7.
* Maintaining all ADC production Hardware/Software, Applications and operating systems.
* Managing middleware integration with Mysis, CTL and IRIS for Account, debit and credit card details.
* Administrating complete IP Telephony Setup & Operations of Avaya for Call Center.
* Managing Complete end to end ADC Channels monitoring 24X7 and first level response.

**Working on Systems:*** Hands on working experience on IRIS/ Internet Banking / ATM Cams solutions
* Hands-on with SYBASE system along with implementation for Branchless Banking setup.
* In-depth knowledge of TSYS (Formally Card Tech Ltd). System for issuing /acquiring/ reward program/ authorization / Fraud Guard for Credit Cards.
* Complete Routing/ Designing and management of Genesys Enterprise Solutions 7 & 8x.
* In-depth working experience of NICE and Avaya WFO recording solutions.
* CRM for Call Center (UNISON *ver 1.0 and 2.0*) Inbound Agents, Complaints & E-forms.
* Implementation, designing and management of Complete Avaya Systems including IP Office and Avaya Recording system (WFO).

***Ongoing Projects**** Upgrade and migration of CTL from R3 to R4
* Integration of CTL R4 with Call Center middleware (RDV)
* Implementation of Unison 2.7 in HBL Call Center
* Contact Center Upgrade to multisite.

***Recently Completed Projects**** PCI / DSS implementation on entire call center channel
* Call Center DR creation and deployment
* IRIS upgrade project, upgrading IRIS application from version 3.5 to version 3.6.2.
* Setting up Anti-fraud HOT line for HR department with self-complaint recording and ticket generation.
* Designed and Implemented Call Center for 100 Seats (Agents) at HBL Lahore within challenging time period of 25 days only.
* Lahore Call Center Site is equipped with Avaya Aura 6 in ESS mode ( Enterprise Survivability Server – Multi Site) configuration *[First time implemented in Pakistan]*
* Genesys 8 Multisite is also in full fledge operation at HBL Lahore Call Center site.
* NICE Perform is also working in Multisite mode.
* Setup and deployment of Call Center Outbound Unit of 40 agents at Karachi Site in HBL.
* Deployment of Reporting system using MS SQL Server 2008 and Visual Studio for report Development Launched over 150 Different reports for consumer operations related to multiple systems.
* Complete setup of Treasury Unit DR Site.
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| **IT Analysist***2012 - 2013 MAKSONS International, Karachi , Sindh** IT and Facilities Routines and Policies
* Maintenance of servers, Internet connections, network and workstations
* Proficient in the preparation and maintenance of network documentation and diagrams
* Implementation of new systems and applications
* Purchase of IT appliances and Facilities appliances
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| **Infrastructure Support/VLS Engineer** *2011 - 2012 AMFCO International, Karachi, Sindh** Managing NICE Recording solution for Call Center
* Works closely with management to prioritize business goals and information needs
* Deployment of systems and applications
* Implementation and improvement of nice recording solution
* Support & implement – Mynavoice, Wordsafe & NICE Systems
* Interaction with vendors for issues resolution, follow-ups, job completion

**Projects*** Worked as Resident Engineer for four months at Faysal Bank on Mynavoice VOIP Project with Wireshark Tool.
* Supervised the Installation of IP based recording solution in Faysal Bank
* Install and configure nice logger in NIB
* Installation of MDF in SCB
* 24x7 availability for on-call support
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| **Support Engineer***2004 - 2011 ZRG International Karachi, Sindh***Responsibilities Include:*** Resolving technical issues pertaining to hardware and software related problems.
* Collaborating with other developers, designers, analysts and stakeholders to ensure successful implementations and actively participating in all phases of the development lifecycle.
* Evaluating the purchased and installed hardware components, applications, service packs and operating system.
* Telecommunications and integration with CTI based IT-systems
* CRM for Call Center Inbound Agents, Complaints & E-Forms
* Database Maintenance using SQL Server and Access.

**Projects:**1. As Call Center Deployment Team Member and support Engineer

Call Center Deployment at PSODeployment of Call Center at PSO, Karachi premises; includes all the installation, configuration and support.1. As Software and Hardware support Engineer

**Call Center Deployment at Sui Southern Gas Corporation (SSGC)**Deployment of Call Center SSGC, Karachi premises, includes the maintenance and support.1. As Software and Hardware support Engineer

OneView Deployment at Atlas BankDeployment of OneView Suite at Atlas Bank; includes all the installation, configuration and support of all Modules. |
| Education |
| [**2006** – **2010**] Preston Institute (PIMSAT), Karachi, SindhBS(IT)[**2005**] Govt. Premier Commerce College, Karachi, SindhIntermediate (Com)[**2002**] Holy Family Secondary School, Karachi, SindhMatriculation |
| Certifications |
| * [2010] Diploma in Engineering

(MCITP, MCSE, ISA Server 2006, MS Exchange Server 2003, Networking, Backup Management)* MCITP_logo1[2004] Diploma in Networks

APTECH Computer Education |
| References |
| References are available on request. |