



Imran Rafiq

Operations Analyst - IT

2000



2004

Bachelor of Computer Science
University of Central Punjab
Lahore, Pakistan

1997



1999

Intermediate in Computer Science
Pakistan School & College
Salmiya, Kuwait

SKILLS

IBM AIX



WINDOWS



MS OFFICE



RED HAT LINUX



ORACLE / SQL



SOLARIS 10



VB, JAVA, C++



LANGUAGES

ENGLISH

READ

SPEAK

WRITE

ARABIC

READ

SPEAK

WRITE

URDU

READ

SPEAK

WRITE

CONTACT:

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ABOUT ME

A highly resourceful, dynamic, flexible, innovative and enthusiastic IT professional possessing extensive experience in computer operations, data center and active-active sites infrastructure, problems analysis and resolution, procedures documentation, training and supervising data center staff. Having a track record of delivering IT operations services and of orchestrating people, schedules and resources for optimum productivity, efficiency and quality. Keen to find a challenging position to work with an esteemed organization with advancement in growth and where my potential can be utilized to its extent.

Experience

Operations Analyst – IT
Ahli United Bank



Apr, 2019 – Jun, 2023

- ◆ Supervise data center staff (shift leaders, senior and junior operators). Prepare shift schedule and supervise staff leaves. And manage DR Site (SITE-2) operations section.
- ◆ Analyze and supervise systems advancements and upgrades, follow up on system problems and bugs, coordinate with the applications vendors, troubleshoot system problems.
- ◆ Analyze and advise improvements on monitoring tools.
- ◆ Document and follow up on systems hardware/software maintenance contracts as well as software/application licenses.
- ◆ Escalate and follow up on systems hardware and applications problems.
- ◆ Reporting systems uptime and maintain hardware cost reports.
- ◆ Supervise and coordinate ATMs removal and installations, physical installation of encryption keys, configuring and checking network settings on ATMs, troubleshoot basic ATMs problems. Conduct ATMs surveys.
- ◆ Configure & schedule Business Objects (BO-SAP) reports as per business requirements.
- ◆ Coordinate access restrictions of IT department with security department.
- ◆ Coordinate users' access to systems with systems security department.

Shift Leader
Ahli United Bank



Jan, 2013 – Mar, 2019

- ◆ Supervise shifts and lead senior and junior operators. Follow up on problems and solutions provided as well as take corrective decisions and actions in case of problematic incidents occurred.
- ◆ Assist the operations analyst on various tasks.
- ◆ Train the junior operators.
- ◆ Report system problems and prepare incident reports on the impact and resolution of these problems.
- ◆ Automated several manual archive jobs.
- ◆ Carry out on demand and on requirement jobs/tasks.
- ◆ Prepare and maintain documentation of all the jobs performed in the data center.
- ◆ Enhanced knowledge and practice on system applications like FNS (Financial Network Services) / ITS (Tata Consultancy Services) BANCS, HPS's PowerCard, Oracle's FLEXCUBE, CSR (Cross System Reporting), ITS's (International Turnkey Systems) Pheonix (IBS - Islamic Banking System), Control-M and VMWare.
- ◆ Studied AIX for system administrator exam.

PROJECTS

- ◆ Typing Tutor in C++.
- ◆ Student Database in Assembly Language.
- ◆ School Database and Registration System in Oracle Developer.
- ◆ Library System in Visual Prolog.5.2.
- ◆ Inventory Control System of *H.Karim Bakhsh Departmental Stores* in VB.Net & SQL Server 2000.
- ◆ Inventory applications in Access 2003 for *Joman Al-Khaleej* customers, a tailor shop and an A/C shop.
- ◆ Designed and developed an inventory control system for *Ideal Books - Kuwait*. The application was developed using MS Access 2007.

Personal Information

Nationality: **Pakistani**

Date of Birth: **15 July, 1980**

Gender: **Male**

Marital Status: **Married**

Religion: **Islam**

Driving License: **Valid Kuwait driving license**

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Senior Computer Operator

Jul, 2011 – Dec, 2012

Enhanced Engineering and Multi-Technologies Company

Outsourced staff to **Ahli United Bank, Kuwait**

eemc

- ◆ Worked on AIX, VMWARE, Oracle's Flex system, Phoenix (IBS) by ITS, Powercard system by HPS and FNS's BANCS system.
- ◆ Performing backups and restores. Maintain certain backup media.
- ◆ Running EODs (End of Day) and SODs (Start of Day) on various systems.
- ◆ Monitoring all systems/applications 24/7 to ensure maximum uptime. Report problems and abnormalities to the system administrators and development teams.
- ◆ Running on demand and on requirement jobs like restarting services on systems e.g Internet/Mobile Banking, Messaging System, Cross System Reporting (CSR), IVR, B2B etc.
- ◆ Monitoring ATMs and reporting as well as following up on ATMs' problems. Escalating ATMs problems. Restarting ATMs remotely through Gaspar software.
- ◆ Studied basic AIX and UNIX scripting.

Computer Operator for SUN/IBM Systems

Mar, 2005 – Oct, 2011

Diyar United Company



Outsourced staff to **Kuwait Airways**

- ◆ Monitoring performance of various Sun & IBM systems.
- ◆ Preparing reports of the servers and reporting it daily to the management.
- ◆ Taking backups of the systems and maintaining backup media like tapes, hard disks and CDs/DVDs.
- ◆ Error reporting and trouble shooting.
- ◆ Managing and monitoring printers and reports.
- ◆ Maintaining and monitoring optimal temperature and humidity of the data center.
- ◆ Prepared for Oracle Solaris 10 certification with hands on practice on test servers.

Support Technician – IT (Part-Time)

Feb, 2007 – Sep, 2007

Abdullah Khalid Al-Ayoub & Associates



- ◆ Trouble Shooting PCs, Network (LAN & Wireless), MS Exchange Server 2003, Data Server. Installations and Backups of Servers.

Support Technician – IT

Jan, 2005 – Mar, 2005

Joman Al-Khaleej



- ◆ Trouble shooting, maintenance, installations and supporting PCs and LAN.
- ◆ Developed applications for the company using MS ACCESS and VB.

Data Entry

Jul, 2004 – Aug, 2004

Al-Babtain Electronics Company (BEC)



- ◆ Updating inventory system & database and making items purchase & transfer orders according to the requirements. Supervise outdoor sales.