

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

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 Gasper software.
- ◆ Studied basic AIX and UNIX scripting.

Computer Operator for SUN/IBM Systems Diyar United Company

Mar, 2005 - Oct, 2011

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) Abdullah Khalid Al-Ayoub & Associates

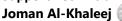


Feb, 2007 – Sep, 2007

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

Support Technician – IT

Jan, 2005 - Mar, 2005



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

Data Entry

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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.

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