

Zohaib Khan



Information	
Contact Number	+923401245644
Email Address	Zees999@gmail.com
Current Address	Johar Karachi Pakistan
Date of Birth	19-October-1988

Objective:

Results-oriented professional with 8 years of experience in application support/Client Support, seeking to leverage technical expertise and strong problem-solving skills in a challenging IT environment. Committed to providing exceptional support and driving continuous improvement to enhance overall efficiency and customer satisfaction.

Working Experience (9 years):

Experience Highlight:

Application Support/Client Support at Code Base Technologies (2023 November till Present)

Senior Technical Support 2021-2022 at First Abu Dhabi Bank

2013-2020 in Aramco (Tanajib) as Junior Field Engineer, Senior field/Client Support

Experience details:

Company:

Codebase Technologies (component-based, API-first banking and fintech platform)

Designation:

Application Support/Client Support (2023 November till Present)



Jobs Responsibilities:

- Providing technical support for core banking applications, including troubleshooting user issues, and ensuring system availability.
- Collaborating with internal teams and vendors to resolve complex technical issues related to core banking systems, Trading Applications and Retail Banking Applications
- Performing system monitoring and maintenance tasks to ensure optimal performance and reliability of core banking applications.
- Implementing and testing software upgrades and patches to ensure compatibility and minimize downtime.
- Developing and maintaining documentation, including user guides a standard operating procedures and Unit test for core banking system, Retail Banking Applications
- Participating in the planning and execution of disaster recovery and business continuity exercises for core banking applications.
- Keeping abreast of industry trends and advancements in core banking technology to provide proactive support and recommendations.
- Providing on-call support as needed to address critical issues outside of regular business hours.
- Writing and executing SQL queries to identify and analyze failed logs, troubleshoot errors, and ensure data integrity in core banking applications.
- Conducting meetings between clients, developers, and project management teams to discuss initial project issues and potential challenges, both during the application's initial phases and as it matures, particularly for banking applications.
- Ensuring 24/7 availability to address any Sev 3 issues, troubleshooting them promptly, and coordinating with developers and the bank team to resolve issues according to SLAs.
- Performing end-of-day (EOD) processes for international banks during non-business hours to ensure all processes are completed smoothly at EOD, ROM, and EOY.

Company:

First Abu Dhabi Bank (Riyadh Branch) FAB, the UAE's largest bank and one of the world's largest financial institutions offers an extensive range of tailor-made solutions, and products and services

Designation:

Senior Technical Support 2021-2022

Jobs Responsibilities:

- Provided technical support to end-users, troubleshooting software and hardware issues to ensure minimal downtime and optimal system performance.
- Responded to support tickets and inquiries in a timely manner, resolving issues efficiently to meet or exceed SLA requirements.
- Utilized ticketing systems to document and track support requests, ensuring accurate and thorough documentation of all support interactions.
- Contributed to the development of knowledge base articles and support documentation to improve the efficiency of the support process.
- Participated in on-call rotations to provide after-hours support for critical issues, demonstrating a commitment to customer satisfaction and system uptime.
- Visited bank data centers to perform tasks such as hardware installations, software updates, and system maintenance, ensuring the integrity and security of banking systems.

Company:

Saudi Aramco Tanajib Petrolink (Petrolink is an independent, neutral, wellsite data solutions company providing services in the areas of visualization, data analytics and data interoperability.



petrolink

Designation:

Senior Technical/Client Support (2017-2020)

Junior Field Engineer (2013-2018)

Jobs Responsibilities as Senior Technical/Client Support:

- Engaged with clients to gather and analyze requirements, verifying their feasibility and timeline with the development team to ensure alignment with project goals and constraints.
- Coordinated with the Head of Department (HOD) to provide senior support to 70 field engineers, ensuring their training and mobilization to rigs according to their field and ongoing operations. Ensured seamless real-time data delivery to Aramco HQ.
- Gathered weekly reports from field form foremen, providing them to management for real-time service improvements. Updated management on software flows to resolve future issues and assessed individual field engineers' performance for optimization.

Jobs Responsibilities as Junior Field Engineer:

- Maintain the Real-Time Support System on the rig site.
- Implement and maintain the Local Area Network (LAN) between the rig site and Aramco Petrolink or different drilling companies.
- Provide support for all Aramco servers, including technical maintenance of the Petrolink server setup.
- Manage and transfer WITS Wellsite Information (real-time data) between the rig and NOC.

Qualification And Certification:

- Third Semester of BS Telecommunication Indus University 2008-2011
- Completed Higher Secondary School Certificate from FBISE (Pakistan International School Riyadh) 2006-2008
- Completed CCNA Voice with 94% 2011
- Completed ITIL 2011