

MUHAMMAD WAQAS ASLAM

Senior IT Operations & Application Support Specialist

Rawalpindi / Islamabad, Pakistan | malikwiki@gmail.com | +92 317 1327673

PROFESSIONAL SUMMARY

Dedicated and results-driven IT Operations and Planning Professional with a proven track record of orchestrating seamless technology operations and strategic planning. Equipped with in-depth technical expertise, project management and a keen eye for optimization, I am committed to delivering exceptional results in complex IT environments. Known for my ability to bridge the gap between technical intricacies and strategic objectives, I am poised to contribute to enhancing IT efficiency and driving organizational growth.

CORE TECHNICAL SKILLS

IT Operations & ITSM	Incident, request and escalation management; SLA support; TOPdesk configuration; self-service portal; service desk coordination; documentation and knowledge sharing.
Application & Platform Support	Web/API application support, IIS, SQL Server/Management Studio, SSL, NLOG, deployment testing, application monitoring and production support.
Infrastructure & Systems	Windows 8.1/10 administration, Windows environment support, Active Directory/AD Manager, servers, desktop support, hardware/software troubleshooting and data center mounting coordination.
Monitoring & Automation	Grafana, ELK, OpenNMS, Kubernetes cluster operations support, Kubernetes Operators, task automation, workflow monitoring and operational reliability improvement.
Banking / Telecom / MFS	Mobile Financial Services platforms, core wallet, mobile apps, web portals, biometric services, payment gateways, HSM, ATM card/PIN activities and core banking support.
Stakeholder & Vendor Management	Vendor coordination, production deployment coordination, cross-functional teams, end-user training, customer support, migration planning and operational handover.

PROFESSIONAL EXPERIENCE

Technical Support Engineer | ID-Ware | Jan 2025 - Present

- Oversee web/API applications hosted in a Windows environment, supporting availability, troubleshooting and operational continuity.
- Configured and deployed TOPdesk service management solution, including SLA setup, customer self-service portal, email importer, actions and incident registration workflows.
- Support IIS Server, web applications, SQL Server/Management Studio, SSL configuration and NLOG-related troubleshooting.
- Test and deploy ID-Ware products/modules including OCMS, AM, AE, UMM, VM, CM, CS and DTM while coordinating with relevant teams.

System Support Engineer - Network Operations | Evamp & Saanga | May 2024 - Jan 2025

- Implemented systems and solutions aligned with MTN project requirements, working with cross-functional teams and project stakeholders.
- Monitored, identified and resolved operational issues to maintain system stability, service performance and user availability.
- Developed automation solutions to replace manual processes through scripting, scheduling and workflow maintenance.
- Led planning and execution support for migration from Ericsson platform to Huawei, including mapping, stakeholder coordination, data accuracy checks and transition control.

Senior Officer - IT Operations | Zong CMPAK | Mar 2022 - May 2024

- Managed day-to-day L1/L2 IT operations across application, infrastructure, network, reports and database components of Mobile Financial Services technology platforms.
- Administered and supported MFS platforms/products including core wallet platform, mobile apps, web portals, biometric services, payment gateway and MFS website.

- Supported production deployment activities onsite and remotely while coordinating with planning, NOC, vendors and product development teams.
- Designed and implemented Kubernetes cluster support for automated application deployment, scaling and management; used Kubernetes Operators to reduce manual intervention.

Selected achievements:

- Supported backend and frontend workflow activities for Ericsson EWP architecture.
- Integrated OpenNMS, Grafana and ELK monitoring components for operational visibility.
- Contributed to BVS device integration, MFS bundle integration with Zong, payment gateway integration and MFS app optimization.

Technical System Specialist | High Tech Innovation - Healthcare System Integrator | Dec 2021 - Mar 2022

- Supported complex healthcare IT systems, hardware and software solutions with focus on performance, reliability and security.
- Handled technical troubleshooting, system upgrades, migrations, vendor collaboration, documentation, training, security and compliance support.

Senior IT Officer | United Bank Limited (UBL), Dubai, UAE | Dec 2015 - Mar 2021

- Provided mission-critical technical support for banking systems, IT infrastructure and regulated operational environments.
- Managed HSM support for ATM activities including card/PIN generation and troubleshooting.
- Supported core banking applications for fund transfer and cheque clearing operations.
- Led centralized desktop support, ticket management, call center infrastructure support, AD Manager and self-service portal operations.
- Coordinated data center and disaster recovery activities including device mounting, vendor activities, backup strategy planning, scheduled backups and offsite backup management.

Help Desk Support | National Trading and Developing Establishment (NTDE), Dubai, UAE | Mar 2014 - Nov 2015

- Provided helpdesk, remote and onsite support with focus on ticket management, troubleshooting, user assistance and customer service.
- Resolved hardware, software, network and user access issues while maintaining high user satisfaction and operational continuity.

Senior System Support Engineer | Micro Innovation & Technologies, Islamabad | Oct 2011 - Nov 2013

- Delivered desktop, network and application troubleshooting across multiple operating systems and hardware environments.
- Installed new computer systems, connected systems to LAN, configured operating systems, drivers and required business software.
- Installed and configured Dell PowerEdge Server and different RAID configurations; supported TCP/IP devices, LAN/WAN connectivity, printers and Outlook synchronization.
- Assembled, configured, tested and repaired computer hardware and software; managed logistics, tracking and parts ordering.

Software Engineer | Elixir Technologies, Islamabad | Sep 2008 - Oct 2011

- Supported configuration management, product performance control and documentation for document management solutions.
- Managed server and data activities, technical surveys, automated build process refinement, build error identification and handover documentation.
- Maintained strong customer/service-provider coordination and kept technical documentation aligned with operational standards.
- Worked with ASP.NET 3.5, SQL Server 2005/2008, InstallShield and InstallAnywhere environments.

CERTIFICATIONS & TRAINING

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- ITIL Training
 - Scrum Training
 - HIPAA Certificate
 - Project Quality Management
 - Windows 8.1/10 Configuration and Administration
 - Computer Hardware & Software

EDUCATION

Bachelor of Science in Computer Science | University of Central Punjab | 2008