

Khurram Hussain

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MANAGER APPLICATION PROJECT- SUMMARY

Dynamic IT Manager with over 12 years of experience driving technological innovation and operational excellence. Adept in cloud computing, domain management, and IT project management. Skilled in problem-solving, communication, and network design. Proven track record of success in managing IT infrastructure and leading cross-functional teams. Seeking to leverage expertise in a challenging IT management role.

Seasoned Assistant Project Manager with a strong background in project management and leadership. Successfully completed multiple projects and received recognition and awards. Skilled in C#, ASPNET, CSS, Webservice, Microservices, SQL Server, WebLogic, Apache, Tuxedo, Microsoft Project, JIRA, and effective time management. Committed to continuous learning and contributing to organizational growth.

Results-driven Project Manager with expertise in critical thinking, project management, and communication. Proven ability to work effectively in a team and deliver successful outcomes. Seeking a challenging role as an IT Asset Manager to further contribute to organizational success.

Experienced Procurement & IT Manager with a background in leadership, teamwork, and multitasking. Strong interpersonal and communication skills. Dedicated to driving operational efficiency and strategic procurement initiatives. Committed to achieving excellence in a dynamic IT management role.

SKILLS

- Project Management
- Software Development
- HTML, J-Query, CMS, J-Script
- ASP.NET, C#, Restful APIs
- Microservices
- SQL Server
- Vendor Management
- Problem Solving
- Communication Skills
- Team Leadership
- Problem Solving Skills
- MS Project, JIRA

PROJECTS MANAGED & DEVELOPED

Implemented Billing Solution in PTCL with Whale Cloud (China)

- Managed project plan, User requirements, managed project timelines. Managing all deliverables.

Implemented CRM with IBM in PTCL

- Provided Analytical data for project. Migrating data from old to System. Participating in project rollout in contact centers LHR and KHI

Developed Complain Management System for PTCL

- Developed complete web application using Asp.net C#, SQL Server with Crystal reports

Developed Reporting portal for National Bank of Pakistan

- Developed web reporting solution for NBP using Asp.net C#, SQL Server with Crystal reports

Developed Telephone Directory for CPLC Sindh

- Developed Desktop application for CPLC for recording telephone data of citizens using .Net C#, SQL Server with Crystal reports

Developed CMS for CDG Faisalabad

- Developed Desktop application for Faisalabad City government to manage citizen's complaints using .Net C#, SQL Server with Crystal reports

Professional Training

- Oracle WebLogic Server11g: Administration Essentials Ed 2 LVC
- Oracle Database 10g: Administration Workshop I
- Oracle Database 10g: Administration Workshop II Ed3
- Oracle Database11g: Administration Workshop I Ed 2
- Oracle Database11g: Administration Workshop II Ed 2
- ITIL Foundation Certification Training
- Project Management Professional (PMP) Training
- Communication & Presentation Skills for Better Customer Services
- Team Building for Performance Excellence Workshop

TECHNICAL PROFICIENCIES

- Software Development using ASPNET C#, Microservice Architecture, HTML, CSS, JQUERY, SQL Server.
- Project Management, MS Project and JIRA
- Administration of Apache Web Servers
- Installation, configuration & trouble shooting of the webservers like Apache.
- Administration of all applications
- WebLogic server Installation, Configuration, Administration, Monitoring.
- Oracle Data Integrator Administration
- Siebel SRF Patch deployment
- BI Publisher (BIP) Administration, Installation, Monitoring, Configuration
- Tuxedo installations, configurations, Administration
- Parameter Performance tuning
- CTI Server Troubleshooting, Configuration, Installation, Administration, Monitoring.
- Siebel Web Server Extension (SWSE) Installation, Monitoring, Configuration, Administration
- Oracle RAC & ASM Administration/Installation
- SQL Tuning in an Oracle Environment
- E-payment SSL certificate updation.

EDUCATIONAL QUALIFICATIONS

- **B.S (Computer System)** from PAF- KIET (Karachi Institute of Engineering and Technologies).

EXPERIENCE

PTCL (Pakistan Telecommunication Company limited)

01-Nov-2017 – Present

Manager Application Server

- Project Management
 - Led PTCL CBS project, excelling in project planning, execution, and resource management.
 - Created a precise project plan aligning with organizational goals, user requirements, defining milestones and dependencies.
 - Effectively managed project timelines and implementing proactive measures to prevent delays.
 - Facilitated seamless communication with all stakeholders, ensuring effective collaboration.
 - Successfully managed PTCL CBS project, meeting objectives and achieving positive outcomes.
 - Awarded recognition shield and certificate for outstanding contributions during the CBS project.
- Managing in house build E-Payment application for payment channels/transactions with multiple banks.
- PTCL E-Payment servers are connected with more than 20 banks of Pakistan for payment channels.
 - Responsible for establishing connectivity of PTCL E-payment Systems with all different banks/Nadra/ Telenor Easy paisa/jazz cash/1link connectivity.
- Managing provision of support to PTCL Contact Centers all over the Country.
- Vendor management and active plan development with WHALECLOUD, IBM, INFOTECH, SMARTVISION.
- Planning, updating, syncing and maintenance of Disaster Recovery Site.
- Planned and executed successful DR Drills of Tuxedo servers, E-payment, and billing servers.
- Conducted successful deployment of SSL certificate on E-payment servers.
- Experience in managing projects using MS Project.
- Review and periodic testing of Business Continuity and Disaster Recovery Plan.
- Pre-acquisition and deployment review of Software/ Applications.

Worked as Siebel & Oracle WebLogic Project Administrator assembling assignments for diverse industry clients, enhance application, monitoring & administrating security risks to meet business requirements.

Administration of Siebel CRM Enterprise Servers running on AIX 6.1

- Good Understanding of Siebel Enterprise Architecture
- Installation & Configurations of AOM, NONAOM, COMM, GATEWAYS Servers
- Configuration of Siebel Authentication with Active Directory
- Changing Passwords of critical users e.g., SADMIN, SIEBEL, SIEBEL.ADMIN
- Trouble Shooting of Siebel Slowness & Server busy issues.
- Mount Points, logs, components, Out Bound Dialer Monitoring & health check
- Taking backups of important configurations dir /files e.g., siebns.dat file
- Coordination with vendor IBM
- SSL Certificate management and Patch deployment

Siebel OS & Hardware Sizing

- Active participation in Siebel network design and infrastructure implementation in PTCL Data Center
- Provide input in procurement of hardware and software keeping economies of scale and new trend in technologies in the mind.
- Experience on AIX/Unix

Administration of Oracle WebLogic Server 11g on running AIX6.1

- To monitor IBM WebSphere Installation, configuration, Parameter tuning.
- To control the efficiency of Maximo application servers
- To check the flow of IBM Integration Bus (IIB) configuration
- Installation, Troubleshooting, Application Deployment & Domain Configurations of all WebLogic applications
- High Availability through WebLogic Clustering & Session Replication Features
- Configuration of WebLogic Proxy Plugin for Failover & Load balancing through Apache
- Tuxedo installations and configurations

- Developed, Implemented and updated application modules under the direction of Software Architect.
- Effectively coded software changes and alterations based on specific design specifications.
- Analyzed and designed new systems and applications.
- Developed multiple applications for various clients.
- Worked on latest technologies.