

# **MUHAMMAD IMRAN SAGRI**

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## **OBJECTIVE**

To enhance the knowledge, seeking senior position in the area of IT Support with also providing the Financial Solutions, coupling the knowledge with innovation to contribute in developing better solutions, Gain experience and prove to be an asset in your organization.

I already have for you with around 05 years of experience in Financial industry, having an exposure in Information Technology for more than 10 years, and Business Finance domains, having qualifications both in Information Technology, as well as Business Management, Having an experience of implementation of Banking System in one start-up Banks, ranging from system design procedures, testing , full life cycle implementation, to automate and streamline operations and ensuring quality of data for further analysis. Having experience in Business Finance, Business Intelligence, Business Analytics, Project Management and Systems Support. Also having an experience of more than 5 years with coordination with different types of industries customers and manage the payments and then arranging the delivery order and sending them back to original clients, doing budgeting according to upcoming sales and calculate expenditures according to the future and making new contacts and also controlling the operations for both in IT and Sales as well.

## **ACHIEVEMENTS**

- Coordinated the supportive services between departments through organized weekly meetings.
- Prepared and led meeting between departments.
- Reported developments to Project Manager using spreadsheet reports.
- Resolved issues and disputes involving all employees and reported to HR manager.
- Researched vendors for pricing, equipment availability and staffing.
- Maintained all record keeping on a customized software program.
- Interpreted specifications, blue prints, job orders, company policy, and procedures for workers.
- Increased timeliness of the closure process from Days to just Hours by identifying process efficiencies
- Support financial managers in project closure ensuring it is completed accurately and timely
- Create and sustain good working relationships with internal and external partners
- Streamlined the current day process used to resolve closure issues in bulk, as well as older issues

## **FIELD OF INTERESTS**

- Coordinating with the management and as also with the valuable customers
- Providing the valuable customers prompt action and satisfy them according to their need
- SQL Server
- Vendors Management
- Security / Disaster Planning
- Software Engineering
- Supply Chain Management
- International Business
- Team Building
- Training / Mentoring
- Research & Development
- Budgeting

## Educational Background

M.B.A	2010	(Marketing)	SZABIST	Karachi
B.C.S	2001	(Computer Science)	B.I.M.C.S	Karachi
H.S.C	1998	(Science)	Public School	Hyderabad
S.S.C	1996	(Science)	Public School	Hyderabad

## Employment History

**QUICK AND FAST CARGO SERVICES**                      **KARACHI, PAKISTAN**  
**MANAGER**    Apr 2020 – Sep 2021

- Coordinating with Insurance Companies
- Coordinating with Freight Forwarders, Agents, Shipping Lines
- Daily Routine to coordinate with AC, and DC to clear the cargo from the Shipping Ports
- Coordinating with Banks and also manage the daily pay orders, update daily transaction in the Quick Book
- Manage with Employees and reconcile their promotions, commissions and also dealing with petty cash as well
- Book keeping and manage daily shipments

**AXACT TECHNOLOGIES**                                      **KARACHI, PAKISTAN**  
**PROCUREMENT EXECUTIVE**                              Dec 2017 – Apr 2020

### *Core Job Responsibilities*

- Coordinating with the Suppliers
- Coordinating with the Vendors
- Making Relationship with New Shipping Companies and Freight Forwarding Companies and arrange new contracts with them
- Coordinating with Marine Insurance Companies
- Coordinating with Insurance Companies
- Working on Auto Trading Module

**BANK ALFALAH LIMITED,**                                      **KARACHI, PAKISTAN**  
**Regular IT Officer**    Nov 2003 - Dec 2008

### *Core Job Responsibilities*

- Preparation of Segment/Product/Channel/Account/Customer profitability, along with detailed analysis.
- Administration and management of Second level support for Core Banking and Satellite Systems.
- Prepare and submit Incident reports to management; suggest actions and measures to prevent the same from re-occurring.
- Budget Accruals, payments and review of SLAs and Contracts with vendors, ensuring compliance.
- Gap Analysis and management of projects for core banking system, ensuring optimum solution and cost.
- Develop Project plans / work plans for upcoming assignments.
- Mapping business request to the current core banking system capabilities to reduce cost.
- Recommend & implement support process improvements along escalation and communication matrix.
- Audit coordination for the Applications team during internal / external IT audit.
- Periodic Vendor performance reviews recommending corrective actions.
- Worked closely with Management on Business Continuity & Disaster Recovery on planning & execution of DR.
- Arrange for an efficient and effective resolution of system issues reported.
- Mapping business request to the current core banking system capabilities to reduce cost.
- Training and development of the Support team to provide effective support to the business and operations
- Assisting in preparation of revenue budgets, as well as track business performances against those targets.

- System Support (Day End, Year End, Month End) problems.
- Application Support Account Opening System.
- Worked in Online System.
- Application Support ATM problems.
- Application Support Local Remittances System.
- Application Support Security / Disaster Recovery.
- Application Support in Term Deposits.
- Financial Reporting of Customers and Branches.
- Gathering Branch Level Customer Information.
- Identification of procedural and system gaps, raising the gaps as per business requirements, and arranging for effective solutions.
- Clarification of client requirements, business needs and project objectives, in collaboration with all stakeholders.
- Gathering Information of Account Balances of Customer and formulate into reports.
- Collecting Revenues and Expenditures according to the Banking application.
- Responsible for building data warehousing system and overlooking consultants involved into this process.
- Interaction with business units for the new MIS/Report requirements and arranging for automation of the same.
- Responsible for Managing of different data sources and produces daily, weekly and monthly MIS to help product, sales and segment managers in effective and timely decision making.
- Leading a team of Support Analysts to provide efficient and effective resolution of MIS/Report issues/enhancements reported.
- Support other business units to provide required data for CB / internal / external audits.
- Working as a Support Analysts to provide efficient and effective resolution of system issues reported.
- Interaction with business units for new MIS/Report requirements and helping to automate the same.
- Responsible for MIS automation and report generation to support financial and management reporting.
- Preparation of Installation and configuration checklists and feasibility for server machines.
- Management of Server Patch upgrades and centralized antivirus across the branches in a distributed environment.
- Coordination with vendor for periodic server health checks and arranging End-of-Life server migrations.

**LECOLE**  
Network Coordinator

**KARACHI PAKISTAN**  
Oct 2000-Apr 2003

### *Core Job Responsibilities*

- Administration of networking
- Installation of all types of Operating System
- Trouble Shooting of NT Environment
- Trouble Shooting of Windows 2000 and XP Server based applications
- Manage Security / Disaster Recovery

### **Professional Trainings**

Customer Service Skills	Bank Alfalah Limited / Karachi	01 Day
Visual Basic	Bahria Institute of Management & Computer Sciences / Karachi	06 Weeks
DOS, LAN, Turbo C	Faith college of Information Technology / Hyderabad	16 Weeks

### **Special Achievements**

English Language Course (Intermediate Level)	DOMINO	08-Weeks
Winners (Inter Class Foot Ball)	Public School Hyderabad	27-9-1995

### **Personal Details**

Date of Birth	17-9-1980
Gender	Male
Marital Status	Married

CNIC	42201-5260729-1
Nationality	Pakistani
Religion	Islam

Reference would be furnished upon request