SALMAN AR

FINACLE CONSULTANT

CONTACT

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Pondicherry

SKILLS

Finacle functionality

Core Customization

CRM Customization

Finacle Integrator

CONNECT 24

Payment Message Customization

EDUCATION

Bachelor of Computer Applications BCA

achariya arts and science college

2018-2021

Relevant Coursework:
- java, C++, Python, C#
- Database Management System (DBMS)
- Digital Electronics
- Web Technology
- Computer Networks
- Mathematics
- Shell Scripts

LANGUAGES

English

Tamil

Hindi

PROFILE

Dedicated and skilled professional with 2 years of comprehensive experience in both technical and functional aspects of Finacle. Proven expertise in core banking, CRM, FI, and C24 customization, coupled with a strong background in report creation and modification using tools such as JASPER and MTR. Possesses in-depth support experience at L2 and L3 levels, demonstrating a proficiency in troubleshooting and resolving complex issues. Adept at navigating the intricacies of Finacle and contributing to the seamless operation of financial systems. Committed to delivering high-quality solutions and ensuring optimal functionality in banking and financial environments.customisation

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OVERSEAS WORK EXPERIENCE

L2 SUPPORT

- Addressed day-to-day operational issues as the L2 SPOC, ensuring seamless functionality.
- Developed and implemented various customizations in core banking, CRM, FI, and C24.
- Implemented quick restorations through the provision of scripts, SQLs, and data corrections.
- Conducted first-level testing for patches/PSP, ensuring system stability.
- Maintained and circulated the L2 support tracker, ensuring accurate and up-to-date records.
- Provided support for EOD/BOD operations, facilitating smooth daily processes.

L3 SUPPORT

Advanced Troubleshooting:
- Provided expert-level support in identifying and resolving complex technical issues that escalated beyond the L2 support team.
- Conducted in-depth analysis to troubleshoot and diagnose intricate problems, ensuring swift and effective solutions.

Root Cause Analysis:
- Conducted thorough root cause analysis to address recurring issues and implemented preventive measures to enhance system stability.

Customization and Enhancement:
- Led and executed advanced customizations and enhancements, catering to specific business requirements and improving system functionalities.
- Collaborated with development teams to implement changes, ensuring alignment with project goals.

Performance Optimization:
- Proactively identified performance bottlenecks and implemented optimizations to enhance system efficiency.
- Collaborated with cross-functional teams to fine-tune configurations and improve overall system performance.