



CURRICULUM – VITAE

IBRAHIM FAROOQ HAMZA PONNAMBATH

E-mail id: Ibrahimfrq@gmail.com

Mobile No: +971 0508105815(UAE), +971 0529906367(UAE)

Business Development Manager, Network and Security Professional -CCNA, CCNP

First Abu Dhabi Bank (FAB): - 2.5 years

Total Experience: - 10 years

CAREER OBJECTIVE

Seeking a position in an organization where skills and abilities can be creatively utilized to add value to attain professional growth while being competent and resourceful.

STRENGTHS

I have **10 years** of experience in the field of **Sales & Business development, Network & Security, Retail Banking, Business Support, Operations & Business Management** willingness to learn, execute best talents and efforts for better productivity & growth. I am excellent in time management and work towards perfection. I am always willing to stretch to acquire greater knowledge & share the same with others in the team and make operations running smooth & strong. I can handle work pressures & be able to bring the best out of myself to meet service deliverable.

QUALITIES

- Good communication skill
- Good Analytical skills & Leadership qualities
- Speed and fast learner
- Planning and organizing abilities
- Hard worker and committed
- Cooperative and Team worker

EDUCATIONAL QUALIFICATIONS

EXAMINATION	BOARD / UNIVERSITY	YEAR
Bachelor of Commerce (B.com), Finance & Computer Science	Karnataka University (Bangalore)	2012-2014
Bachelor of Business Management (BBM), Finance & Management	Indian Academy (Bangalore University)	2009-2012

CERTIFICATIONS

NAME	ID	YEAR	SCORE
CCNA (R&S) - Cisco Certified Network Associate	CSC013035767	2016	926
CCNA (Security) - Cisco Certified Network Security	CSC013035767	2017	925
CCNP(Security) -Cisco Certified Network Professional	BNS-488 eMinds technologies	2016	B Grade

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Certificate Verification Code: **426609843505ISXL**

TECHNICAL QUALIFICATION

CERTIFICATION IN HARDWARE AND NETWORKING

Operating System: Windows XP / Vista / 7 and Windows 8

CCNA (R&S), CCNA & CCNP (Network and Security)

NIIT Certification (Interconnecting Network Devices)

Hardware Exposure: Hardware Assembling and Troubleshooting.

PROFESSIONAL EXPERIENCE

Company :- Hot 'N' Cool (Food & Beverages) - From :- 13th May 2017 - To Present

Designation : Business Development Manager - as a Freelancer

service-oriented such as a retail or enterprise store, are responsible for planning and directing the operations of a company. Also create policies, set goals and meet with potential investors and clients. products and services, including marketing, distribution and sales.

review financial statements to determine ways to increase profits and reduce costs with good leadership and time-management skills, have good decision-making skills, especially dealing with staff problems and managing a company.

Responsible for the final decision on strategic and operational matters.

Implementing new sales plans and advertising.

Building business relationships with current and potential clients.

Collaborating with sales and leadership to secure, retain, and grow business accounts.

Monitor and assess the activities of our competitors to proactively satisfy and retain our clients.

Provide excellent service to maintain a positive reputation for the business.

Completes market research and monitors competitor activity.

Developing business plans and strategies to align with company forecasts and goals.

Monitoring company resources.

Maintaining good relationships with clients and employees.

Estimating and establishing cost parameters, budgets, and potential ROI.

Motivating employees to exceed expected goals.

Building trust and long-term relationships with managers, executives, vendors, and clients.

Analyze business operations, financial commitments, costs, revenues, and trends to develop projections for future revenue and expenses.

Work to execute and fulfill strategic business plans and goals.

Company :- emind's Technologies

Designation: - Network & Security Engineer (Internship) – From: - 19th Feb 2016 to 24th Jan 2017

- Knowledge for installation and testing of Firewall / routers, switches, cabling, and other related network components.
- Configuring and maintaining Firewalls, Creating policies.
- Changing firewall rules and validation
- Firmware upgrades
- Manual and schedule configuration backup
- Propose firewall rules and policy
- Configuring Site to site VPN, Site to client VPN, SSL-VPN
- Configuring Web filtering / content filtering policies
- Creating Application Control, working on IPS for threats for security reasons.
- Configuring & Troubleshooting VPN issues.
- Configuring and maintaining Analyzer
- Filtering and maintaining Traffic logs (Forward traffic/ local traffic/ Sniffer traffic), Event logs, system logs, VPN logs, Security logs (Antivirus / web filter / Application control).
- Working on Avaya IP office for routing telephone numbers to the Avaya IP phone's extensions

Company :- First Abu Dhabi Bank (FAB)

Designation: - Card Admin Officer - From: - June 2013 to Aug 2015

- Banking Experience in Business Support, Card Operation/Risk Management /Merchant Transaction, Settlements & Technical Support.
- Generate Merchant Turnovers Daily Transactions report (ITD Report).
- Handle Merchant settlement, Merchant Advices & POS Technical issues
- Handle Merchants Emails & All queries.
- Ensure Quality & Accuracy on data entry of applications, data updates to Support Various Card Issuance activities within Card Center.
- Accurate processing of customer maintenance & fulfillment actions.
- Preparation of spreadsheets, MIS reports, records reconciliation, sorting.
- Applications & documents, EDMS support etc.
- Support follow up activities with source channels. Conduct Contact Point, Other verifications over the phone as required.
- Input all new NBAD & RFM merchants in PRIME & Postilion.
- Check merchants in MATCH for MasterCard, Black listing for Central Bank.
- Ensure controls and compliance to procedures.
- Preparing the statutory documents for Inspection (Audit or client).
- Dispatch Debit & Credit cards through courier and Branch Internal mail.
- Answering customer branch queries pertaining to stars and debit cards.
- Prepare distribution forms for mailing credits and debits cards.
- Receive and update NBAD Debit cards return shipment and Star cards from courier.
- Ensure that all returned cards are kept under safe custody with necessary updates.
- Handling star cards to send through courier/Branch and arrange data files to Aramex for AWB Number requests.
- Prepare the list for the returned stars cards after 60 days for cancelation.
- Managing return Debit cards files and arranging the Branch POS code to Aramex.
- Coordinate with the IT for all files and any POS code discrepancy.
- Dispatch activation code PIN mailer of verified visa services and Master secure code.
- Tracking all pertaining cards on immediate support.
- Track and Analyze Internal & External on card delivery.
- Handle all email queries related to Debit, Credit, PIN and Star cards.
- Maintain stationary stock pertaining to card distribution and card mailing.
- Dispatch Egypt, Oman, Jordan Pin mailers through internal mail.
- Managing resolution of all queries of onus card holders via all channels like Branches, Contact center, IBU etc.

Company :- IBM

Designation: - Practitioner Airtel (June 2012 to Jan 2013)

- Handle client Payment, collection & Technical issues.
- Manage, monitor, counsel & lead outstanding payments on a daily basis.
- Following up with outstanding payments collections and maintaining zero outstanding.
- Timely revert to all daily, weekly and monthly reports.
- Managing and resolving to closure client escalations within SLA. Liaise with other team managers and departments to ensure SLAs are met.
- Ability to make decisions based on the criticality of the situations and specific requirements of the client
- Ensure compliance with Data Protection regulations.
- Provide technical and professional guidance and support to the Airtel clients.

Company :- HDFC Bank**Designation: - Associate Executive (April 2011 to Feb 2012)**

- Promoting Investment and Insurance products.
- Play an advisory role in streamlining customer service for clients.
- Selling Investment products and Insurance packages.
- Maintain Daily, Weekly & Monthly reports and submit to Product Managers
- Provide Investment assistance in the use of system and applications to the client
- Targeting for upselling HDFC Bank Investment brand.
- Provide Pre-Sales and Post-Sales in outbound & inbound.
- Maintain monthly leads, Track source of fund & Volume analysis.
- Ability to take decisions based on the critical of the situations and specific requirements of client
- Handle client Payment & collection process.
- Managing budgets and maintaining statistical & financial records.
- Ensure that all compliance requirements for the HDFC cardholder are addressed.
- Monitor and alert clients Debit and Credit status.
- Tracking source of funds flowing into Equity and Commodity markets.

PERSONAL DETAILS

Name	IBRAHIM FAROOQ PONNAMBATH
Father Name	Hamza Ponnambath
Date of Birth	15/02/1987
Sex	Male
Marital Status	Married
Nationality	Indian
Passport	J4006991 (Bengaluru)
Visa Status	Visit Visa (Available till 31st Dec 2020)
Hobbies	Football, Art, Music, Literature
Languages Known	English, Hindi, Kannada, Tamil, Malayalam
Contact Number	+971 0529906367, +91 9019706139 (IND)
Permanent Address	No. P2, 5 th Floor, Ram Lake View Apartments, 6 th 'A' Cross, Vishwajeet Layout, Vignan Nagar Extn, Bengaluru-560037

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

IBRAHIM FAROOQ PONNAMBATH