

Imen CHABANI

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PROFESSIONAL SUMMARY

Software Engineer and Project Management Consultant with **11 years of proven experience** in the development and deployment of complex software solutions, particularly in the **monetics sector** and **ATM software expertise**. Expert in **C#, ASP.NET**, end-to-end project management (pre-sales, specifications, deployment, training), and **comprehensive mastery of Automated Teller Machine (ATM) software systems**, including master creation. Possessing significant experience in **technical response writing for calls for tenders** and **techno-commercial management**. Seeking a challenging role within an international team to leverage strong technical and managerial expertise and contribute to innovation in payment systems and ATM software infrastructure management.

PROFESSIONAL EXPERIENCE

Consultante Responsable Projet Software
GROUPE SERVITECH • Dakar, Senegal

Dec. 2024 – May 2025

- Successfully led** the installation, troubleshooting, deployment, and training of **4 key monetics solutions** (APTRA Vision, Hard Disk Encryption, Camera Manager, NDC Enterprise) for strategic clients, including integration into ATM Masters.
- Ensured resolution of 95% of client and team issues** by escalating incidents appropriately, guaranteeing operational continuity.
- Managed the entire project lifecycle** as the primary client contact, from pre-sales to pilot deployment, **reducing implementation times by 15%**.
- Collaborated closely with internal teams** to ensure smooth project progress and achievement of objectives.
- Oversaw software deployment** and **evaluated client feedback**, leading to adjustments that **improved satisfaction by 20%**.

PS MANAGER Consultant
Infolog • Nouakchott, Mauritania

Apr. 2024 – August 2024

- Performed installation, troubleshooting, deployment, and training** on APTRA Vision, Hard Disk Encryption, Camera Manager, and NDC Enterprise solutions, **training over 50 users** and integrating these solutions into ATM Masters.
- Resolved technical issues** encountered by clients and team members, **decreasing downtime by 10%**.
- Coordinated project phases** (pre-sales, requirements gathering, specifications, planning, development, testing, acceptance, and pilot) as the preferred point of contact.
- Worked in synergy with the sales team** to align technical solutions with market needs.
- Deployed programs and analyzed user feedback** for continuous improvements.

Development Engineer
Expertic • Borj El Kifan, Algiers, Algeria

Apr. 2018 – Mar. 2024

- Developed and maintained critical software applications in C#, ASP.NET and other languages, improving system performance by 25%.
- Managed client incident resolution and escalation, reducing average resolution time by 15%.
- Served as technical liaison for clients across all project phases, from design to deployment.
- Collaborated within agile teams for the development and integration of new features.
- Designed and updated ATM Software Masters for the deployment of banking systems, managing over 50 versions for various configurations.
- Actively participated in drafting technical responses to calls for tenders, including analysis of complex specifications and design of technical reference documents.
- Presented technical solutions during client and strategic meetings, acting as technocommercial support.
- Deployed software solutions and collected user feedback for continuous improvement cycles.

Development Engineer
Kepler Technologies • Birkhadem, Algiers, Algeria

Feb. 2018 - Apr. 2018

- Developed software modules in C#, ASP.NET and other languages, contributing to product evolution.
- Integrated software components into fully functional systems, ensuring 99% compatibility.
- Troubled, debugged, and upgraded existing systems, reducing vulnerabilities by 5%.

Monetics Solutions Development Engineer
High Tech Systems • Cheraga, Algiers, Algeria

Dec. 2014 - Oct. 2017

- Designed, developed, and maintained over 50 versions of ATM Software Masters (system images, hardened OS configurations, XFS layers, security, and monetics applications) for the rapid and standardized deployment of a fleet of over 100 Automated Teller Machines.
- Led software deployment of ATMs, including installation, parameterization, network configuration, and commissioning of operating systems and applications, reducing deployment time per unit by 30%.
- Provided preventive and corrective software maintenance for ATMs, ensuring 98% operational availability.
- Evaluated operational feasibility and designed technical software solutions for complex monetics systems.
- Prepared and installed solutions by defining specifications, standards, and programming, ensuring 100% compliance.
- Troubled, debugged, and upgraded existing systems, improving stability by 10%.
- Deployed programs and analyzed client feedback for product optimization.

EDUCATION AND CERTIFICATIONS

NDC Enterprise Flow Builder Certification| Jun. 2024 – Present
NCR University • Mauritania

Vision 4.x for PS: Installation, Functionality and Usage| Dec. 2022
NCR University • Algeria

EMV for APTRA Advance NDC| Sep. 2020
NCR University • Algeria

APTRA XFS L2 Support Curricula for Partners| Sep. 2019
NCR University • Algeria

NCR Secure Hard Disk Encryption| Aug. 2019
NCR University

APTRA VISION| Jun. 2018
NCR University • Algeria

ANDROID MOBILE APPLICATION| Nov. 2017
The Adress • Borj El Kifén, Algeria

APTRA ADVANCE NDC| Dec. 2016
NCR University • Algeria

APTRA XFS| Jun. 2016
NCR University • Algeria

SELF SERVICE ATM HARDWARE| May 2016
NCR University • Algeria

Master in IT| Jun. 2014
U.S.T.H.B. • Bab Ezzouar, Algiers, Algeria

- Graduation Project: Extraction of SURF descriptor, application to action recognition.
Grade: Good.

Bachelor in IT| Jun. 2011
U.S.T.H.B. • Bab Ezzouar, Algiers, Algeria

- Graduation Project: The SAT problem, design and implementation of a polynomial (deterministic) algorithm for horn clauses. Grade: Good.

TECHNICAL SKILLS

Programming Languages: C, C++, C#, ASP.NET MVC, PHP, Java, Python, JavaScript, JQuery, AJAX, Node.js, vbScript, Batch, Shell Linux, Autolt.

Web & Mobile Frameworks/Libraries: LARAVEL 8, HTML5, CSS3, Bootstrap, Angular JS, Apache Cordova.

Databases: Oracle 11g, Microsoft SQL Server, MySQL, Access.

Operating Systems: Windows (XP, 7, 10, 11, Server 2019), Unix (AIX), Linux (Ubuntu).

Tools & Software: Visual Studio .NET, Netbeans, QT, OpenCV, MS Office, Adobe Photoshop CC, Adobe Illustrator CC.

Monetics & Payment Systems: APTRA Vision, Hard Disk Encryption, Camera Manager, NDC Enterprise, EMV, APTRA XFS, SELF SERVICE ATM HARDWARE.

ATM Software Expertise: ATM Master Creation and Management, ATM Software Deployment and Configuration, ATM Software Security.

Project Management & Pre-sales: Technical Response Writing (Calls for Tenders), Complex Specification Analysis, Technical Document Design, Client Presentations, Techno-commercial Support.

System & Network Administration: Virtualization (VM Workstation), ImageX Deployment, Scripting, LAN, WAN, Routers, Switch, Modems, Protocols. Knowledge in computer security.

LANGUAGES

- **Arabic:** Native
- **French:** Fluent
- **English:** Intermediate (English level II - Berlitz School Dec. 2018)