

# Imen CHABANI

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City AADL 2600 ILO21 BT°55 N°33, Bouinan, Blida, Algérie

## PROFESSIONAL SUMMARY

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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

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**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

Apr. 2018 – Mar. 2024

**Expertic** • Borj El Kifan, Algiers, Algeria

- **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 **techno-commercial support**.
- **Deployed software solutions** and **collected user feedback** for continuous improvement cycles.

## Development Engineer

Feb. 2018 - Apr. 2018

**Kepler Technologies** • Birkhadem, Algiers, Algeria

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

## Monetics Solutions Development Engineer

Dec. 2014 - Oct. 2017

**High Tech Systems** • Cheraga, Algiers, Algeria

- **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**.
- **Troubleshoot, debugged, and upgraded existing systems**, **improving stability by 10%**.
- **Deployed programs** and **analyzed client feedback** for product optimization.

## EDUCATION AND CERTIFICATIONS

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**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 Kifen, 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. • Beb 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. • Beb Ezzouar, Algiers, Algeria

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

## TECHNICAL SKILLS

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

**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

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