

ISMAEIL HASSAN MOHAMED IBRAHIM

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Locations Preference : Middle East & International Locations



ATM MANAGEMENT PROFESSIONAL, ELECTRONIC BANKING SERVICES MANAGER

More Than 12 Years of Extensive Experience

ATMs Operations | Business Development & Marketing (ATMs & Banking Equipments and Solutions)

New Business & ATM Department Set-Up |ATM Sales| ERP | Contract Negotiations

CORE COMPETENCES

ATMs & Banking Equipments Management and Operations (SW & HW)

New ATMs Business Set-up To ATM service Delivery

Strategic Planning & Leadership

Management Reporting

ATM Technical Support

ATMs Sales & Marketing

ATM Spare parts Stock control

ATM Cameras

ATM Training

Business Development & Marketing

Contract Negotiations/Deal Cracking

Market Share

Enhancement/Competitive Analysis

New Customer Acquisition

Talent Hiring/Team Training & Development

PROFILE SUMMARY

A strong Level ATMs Technical & Management Professional, offering extensive experience across various ATM and Banking Technologies industries such as **(Diebold -Nixdorf , Sigma , BS2)**

Lastly associated with Al mutaafi Trading , Khartoum, Sudan as ATM Department Manager; reported to the Director; successfully managed entire ATM department including **Department set-up, finding a good brand , ATM Certification from the Central Bank of Sudan** team hiring & development, train the engineers

Recognized by the top management **Istinara MATC , Khartoum , Sudan** for **increasing the number of customers by 10 customers to reach approximately 40 % of market share of ATM in Sudan by selling 200 Diebold - Nixdorf ATMs and 600 units for ATMEYE . Establishing the ATM Operations Department which increase the uptime percentage for the machines**

In **Alfa Trading** Installing and configuring more than **250 ATMs which belong to 14 Banks in Sudan. Migrate the ATMs from old national Host (S2M) to new national Host (campus) Upgrade the ATM software from NDX 1.4 to NDX XV 2.1, First implementation for ATMEYE CCTV system in Sudan. Support The company ERP System.**

ORGANIZATIONAL EXPERIENCE

MAY'17 - MARCH'19 : Al mutaafi Trading , Khartoum-Sudan as ATM Department Manager

Lastly managed the entire functions of business operations for Al mutaafi Trading which included Finding ATM brand and signing the Partnership setting up the department , approval and certifying the machine from the Central Bank of Sudan and deploying the machine in the customer site as pilot project .

Highlights:

- Establishing ATM department .
- Catching Global Partners for Banking products
- Developing ATM machine and follow process of Certifying & Testing all scenarios of the new ATM brand from Central Bank of Sudan Switch (TranzWare , Compass plus)
- Deployment the ATM machines in test and live environment
- Training the technical staff

- Visit customers and follow up their needs and propose solutions and alternative solutions for the customers
- Prepare professional technical and financial proposal and Presentation .
- Developing business by finding new ideas ,promotions and new products & services which can fit the EFT market

Base on cost and benefits of product .

- Building and maintaining important client relationships by solving their issues during project lifecycle and partners as well

PREVIOUS EXPERIENCE

JAN'17 - MAY'17 : Private Work Family Business , Khartoum-Sudan as Car Rent Agency Manager

Highlights:

- Overseeing the cars rent activities .
- Controlling the office budget & Accounts .

NOV'13 - JAN '17 : Istinara MATC , Khartoum-Sudan as Business Development & Marketing Manager

Highlights:

- Developing business , adding more than 5 new products in the company .
- Success to promote the service of replacing old machines with new machines considering the value of old machines in the prices .
- Adding 6 new Banks to our customers list and increase the market share to reach 40% .
- Selling more than 200 ATMs .
- Selling 600 Units for the ATMEYE CCTV Surveillance .

JUN'13 OCT'13 : Istinara MATC , Khartoum-Sudan as ATM Operations Manager

Highlights:

- Establishing the Operation Department .
- Success to increase the uptime of the machines by 60%
- Send my team for training and development
- Deploying the ATMEYE system in Different ATM brands successfully .
- Solving all issues and conflict with the clients which create good relationship with the clients .
- Provide optimum solutions and advise for ATM issues including SW and HW .
- Close the issue ticket on time .

FEB'09 - JAN'13 : Alfa Trading , Khartoum-Sudan as ATMs Technical Support Manager

Highlights:

- Deployment, Install of more than 250 **Diebold** ATMs for 14 banks .
- Migrate ATMs from old National host (S2M) to New one (Campus plus)
- Implement of **ATM and ATMEYE** system in Sudan for the first time .
- Upgrade **ATM Network** Software .
- Migrate FIB Host to Alaric Host .

- Overseeing all ATMs department activities (maintenance , ordering ATMs & spare parts , troubleshooting L1/L2 , installing- de- installing ATMs , **upgrading models base on the Location**)

NOV'04 - JAN'09 : Alfa Trading , Khartoum-Sudan as Senior ATMs Technical Support Engineer

Highlights:

- Targeting Preventive maintenance Delivery and calls on time
- Train the Team.
- Spare parts stock control .
- Company ERP Support , solving issues .
- Participate in sales of ATMs .

ACADEMIC DETAILS

BSC(honor) in Computer Science , 2001 Future University , Khartoum , Sudan

CERTIFICATION & TRAINING ATTENDED

- SIGMA ATM SW&HW Training , 2017 , Sigma , Italy
- Wincor ATM Certified sales training 1, 2015 ,Wincor-Nixdorf ,Online course
- Wincor ATM Certified sales training 2, 2015 ,Wincor-Nixdorf ,Online course
- Prince 2 , 2014 , Kiwi Training Center , Sudan
- Wincor Procash CCDM , 2013 , cns , UAE
- Formal Documents Writing Training , 2013 , Alsakeena Training Center , Sudan
- General English Language , 2012 , Cambridge Training College ,Sudan
- Diebold Software (Agilis NDX 2.4) , 2009 , Diebold , UAE
- Diebold Software General , 2008, Diebold , UAE
- Diebold (Opteva) Hardware ,2006 , Raya Integration , Egypt

SKILLS

- Problems Troubleshooting , Analysis and reaching to the optimum solution ,Negotiation
- Reaching to Customer Satisfaction
- Offers Negotiation
- Microsoft Office
- Preparing Professional Technical and Financial Proposal

PERSONAL DETAILS

Date of Birth 2d Feb 1977

Languages Known :

Arabic Native

English Very good

Address Khartoum , Sudan