

Alaa Al-Saffar

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Address: Erbil – Iraq / Amman - Jordan



PROFESSIONAL SKILLS:

Excellent analytical skills.

Excellent communication and presentation skills

Excellent interpersonal skills

Good management skills

Very good technical instruction and lecturing techniques

Ability to perform assessment and program testing

Excellent in Quality assurance

Excellent in Testing

PROFESSIONAL EXPERIENCE

November 2018

Al-Arabiya Islamic bank
E-Payments Unit Head

Erbil - Iraq

I came to E-Payments Department to handle the existing project for the Internet Banking and to start with the new projects like ATMs, SMS, and Cards

May 2016- November 2018

National Bank of Iraq
E-channels Officer

Amman – Jordan

E-channels Department is one of the most important departments in any bank. The responsibilities for this department are Internet Banking, Mobile Banking and the ATM from the follow-up and development side to provide better services to the bank customers.

That I was responsible for: -

- 1- Monitoring the ATMs, Quality assurance and Testing for the new services that applied on the ATM,
- 2- Handling the Internet banking Quality assurance, Testing and solving the problems for the services that applied on Internet banking
- 3- Mobile banking Quality assurance, Testing and solving the problems for the services that applied on Mobile banking
- 4- Handling the SMS banking Quality assurance, Testing and solving the problems for the services that applied with the Customer
- 5- Handling All the department invoices
- 6- Set the budget of the department CAPEX and OPEX
- 7- All Related work to the E-Channels Department.

Current projects I work on

- 1- Omni Channels
- 2- Debit/Credit/Prepaid Cards Instant Issuance
- 3- Chatbot
- 4- Switch packs update
- 5- PIN Management Service
- 6- Debit Cards PIN Issuance via OTP
- 7- Reconciliation
- 8- Bill payments project with central Bank of Iraq on ATM

August 2015- May 2016 The national bank of Iraq Amman – Jordan

Call center for the national bank of Iraq

I am one of the team responsible to receive incoming calls to the bank and help clients solve their problems and inquiries, Customer Service and Marketing for the Bank Offers, for loans, cards and E services, and handling the outbound calls, reporting for the ATMs and transactions and quality assurance and making agent schedule. And Deal with the Bank Systems ICBS, FIS, A2A Middleware, MDSL CMS and MXP

January 2015- august 2015 Crystelcall Amman – Jordan

Call center for the national bank of Iraq

I am one of the team responsible to receive incoming calls to the bank and help clients solve their problems and inquiries, Customer Service and Marketing for the Bank Offers

June 2014 – July 2014 Middle East University Amman – Jordan

Teaching Assistant

I was assisting in teaching the following courses: Operating Systems, Knowledge-Base Systems, Artificial Intelligence, and Network Simulation.

March 2013 – Dec 2013 Pioneers Training Academy Amman - Jordan

IT Assistant

Installing and Maintaining Computers (Software, Hardware).

Dec 2012 – Feb 2013

Baghdad TV channel

Amman – Jordan

News sources

I was responsible of receiving the interviews and media reports via satellite from Baghdad TV in Iraq and another country. And Follow-up news in deferent channels and I learned how can I capturing by using Adobe premiere CS4

Dec 2011 – May 2012

Aghanina Music Channel

Amman – Jordan

SMS Controller

Through this job, I was responsible to receive SMS, filtering, and broadcast it. Also, doing searches to answer some of these messages. This job helps in building relationships and strong communication skills with audience and community.

Feb 2011 – Sep 2011

Arab Broadcast Services

Erbil - Iraq

Broadcast Engineer

Providing satellite broadcasting services for satellite channels. Responsible to manage broadcasting of recorded and LIVE reports, programs and news, Also, Responsible to manage the office of the company Erbil Branch and part of my duties was to install SNG systems in various locations

Jan2009 – Dec2010 Iraq's Kurdistan region Committee 140 Erbil - Iraq

Assistant auditor

Responsible for auditing and check cashing, Audit agree on the terms of the required documents to cash the check, checking on the names of the owners of compensation

TRAININGS AND COURSES

- 1- Finance for Non-Finance Certificate from Business EYE UK Amman Jordan 2018
- 2- Business English language Certificate from international group Consultation Academy 2018
- 3- Microsoft Project 2013 Achievement from STS Amman-Jordan August 2016
- 4- Quality assurance and Testing E-channels Department in Capital Bank Amman-Jordan February 2016
- 5- Microsoft Excel Advanced 2013 Certificate from STS Amman- Jordan March 2016
- 6- Bank System ICBS, FIS, A2A Middleware, MDL CMS, MXP, Amman July 2015
- 7- Customer care and call center training Amman-Jordan January 2015
- 8- Network Simulation Training, Amman February 2014
- 9- Training in computer and network maintenance and modernization of websites, July 2013, Amman – Jordan.
- 10- A training course on the work of the accounts and auditing and how to deal with the affected citizens 2009
- 11- News sources training course in the Baghdad TV channel, September 2012, Amman – Jordan
- 12- Broadcast Engineering satellite News Gathering (SNG)
- 13- training course, Arab Broadcast Service Company, February 2011 Erbil – Iraq.
- 14- Medical Insurance Sells Training, Al-Sudasiya Company, September 2011, Amman – Jordan
- 15- SMS Control, Aghanina Channel, December 2011, Amman – Jordan.
- 16- Worked in Bejal company for internet services, September 2009 Erbil –Iraq.

EDUCATION

- 1- B. Sc. Computer Science – Cihan University – Iraq-Erbil Class of 2011
- 2- M. Sc. In Computer Science Very Good– Middle East University Amman – Jordan. 2014

COMPUTER SKILLS

- 1- Bank Systems (ICBS, FIS, A2A Middleware, MDSL CMS, MXP)
- 2- Network Simulation Tools (OMNet++, SUMO, Veins)
- 3- Work on Adobe premiere & Photoshop
- 4- Have good experience in dealing with: Microsoft Office (Word, Excel, and Power Point, Access, Outlook).
- 5- Western Union system

PERSONAL INFORMATION

Date of Birth: 11/03/1987

Nationality: Iraqi

I have a residence card in Jordan

Married with a child

LANGUAGES

Language	Description	Interpreter / Translate	State
Arabic \	Native language	Various Arabic Accents	Written / Spoken
English \	Good English to Arabic/ Arabic to English		Written / Spoken
TOEFL 500			
Kurdish \	Medium Kurdish to English, Arabic		Spoken

REFERENCES

- 1- Dashti Mohamed Head of Information Technology Department at Al-Arabiya Islamic bank 00964-7504820001
- 2- Reem Alfujara current Head of E-channel in capital Bank Jordan
[Tel:00962796885889](tel:00962796885889)
- 3- Yazan Malkawi Ex Head of E-channel in capital Bank Jordan – Tel: +962-795711894
- 4- Aseel Gammoh E-channel development Supervisor in capital Bank Jordan – Tel: +962-799302227
- 5- Dr. Mammon Ahmed, Head of Computer Science Department, Faculty of IT, Middle East University – Tel: +962 797330707
- 6- Omar Subhi, Director of Baghdad Satellite Channel News Amman, Jordan – Tel: +962-795060924
- 7- Omar Luqman, Director of Arab Company for Broadcasting Erbil – Iraq – Tel: +964-7901270630
- 8- Zaid Salah, Training Officer, Global Company Amman, Jordan – Tel: +962-799711513
- 9- Suhair Abdel Fattah, Official auditors Committee 140 Erbil, Iraq – Tel: +964-7507771143
- 10- CrysTelCall Jordan – Tel: +962- (06) 500 1330