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| Ibrahem Jamal  [phone number :- 07732710477 - 07827123070]  LinkedIn :- www.linkedin.com/in/ibrahem-hadeed-a7a36816b  [live in Baghdad]  [ibrahem.jhadeed@gmail.com] | C:\Users\Barhoom\AppData\Local\Microsoft\Windows\INetCache\Content.Word\35687021_2138032013116732_2045398674875351040_n.jpg |

Objectives

*Outgoing Certified computer engineer and +2 years of experience in IT at al-warka bank and 6 months at Al-Janoob Islamic Bank. Seeking to leverage my technical and professional expertise to grow in the new role of computer engineering at your company* Education

[studied at al-slam university | [Bachelor degree]

Experience

**[13/3/2016] - [14/1/2019] [Help desk – ATM support]**

**[Al-warka bank for investment] [Al-Karada /Arasat .]**

**[15/1/2019] – [**Still working] [ATM Support – Helpdesk ]

[Al-Janoob Islamic Bank] [ Al-Karada/ Wathiq Sq ]

Skills

1. Office 365 administrator
2. western union bank support
3. Experienced in providing onsite and offsite support for generating reports and other details from ATM kiosks
4. Ability to resolve technical issues and repair ATM kiosks
5. Proficient in retrieving and maintaining digital records from central server
6. Ability to handle different responsibilities simultaneously without losing focus on quality and timeline
7. Ability to interact and coordinate efficiently with colleagues and clients

Work responsibilities:

1. Maintain and update records of ATM machine transactions across the state and compiling the statistics for monthly review
2. Track and log technical errors arising in the kiosk and resolve the errors within standard turnaround time (TAT)
3. Analyzing and reconciling the differences in kiosk reports
4. train ATM supervisors in operating the machines for disabled customers
5. Assisted in the installation and provided maintenance service for ATM kiosks across the city
6. Resolved the technical errors during installation and maintained necessary reports
7. Performed all other duties and presented reports during weekly and monthly meetings

Certificates

* ISO 20000-1 from CBI