ALSAMOAL AHMED

ATM/CDM Engineer

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Career Objective

To optimize ATM/CDM performance, enhance customer satisfaction, and support company growth through technical expertise, innovation, and continuous learning.

Work Experience

Customer Service Representative and Call Centre
United Capital Bank

May 2022 – Present

- Handle inbound & outbound calls according to procedures, guidelines, and schedules
- Answers customer/client requests or inquiries concerning services, products, billing, equipment, claims, and reports problem areas.
- Provided frontline support and educated customers on banking products.
- Act as the focal point relationship and main point of contact with Priority Banking customers
- Managed ATM cards and check book requests, ensuring timely delivery.
- Managed ATM card tasks on the CMS system and linked bank accounts to SMS services.

Operation Department: Collection and Central Treasury Officer (CAP unit)
United Capital Bank

- Received and deposited cash from branches and major customers.
- Created and printed bank checks; uploaded settlement files from the Central Bank's system.
- Electronically archived unit documents and monitored ATM operations.
- Generated reports on ATM malfunctions and coordinated with maintenance teams.
- Managed merchant accounts and installed POS systems, ensuring functionality.
- Monitored and ensured the availability of cash in ATMs; conducted ATM cash inventories.

ATM & POS Engineer
TangleWood Investments and FARHA Import & Export CO. Ltd   Oct 2017 –Apr 2022

- Providing feedback on the efficiency of the customer service process.
- Installed and configured ATMs and POS systems as per specifications.
- Conducted routine maintenance and troubleshooting for ATMs.
- Managed network connections and monitored security alerts.
- Provided training and technical support for ATM and POS systems.
- Generated performance and security reports; conducted R&D for new technologies.

IT Labs Teacher Assistant
University of Science and Technology   Oct 2016 –Jan 2017

- Taught MS Word, MS Excel, programming languages, and 2D/3D drawing.
- Provided guidance on computer networks and troubleshooting techniques.

Education

- **Bachelor (Honors) in Information Technology**
  First Class Degree
  University of Science and Technology

Skills

- Technical Proficiency
- Hardware Deployment
- Problem Solving
- OS
- Attention to Details
- Security Awareness
- CRM
- Time Management

Languages

- Arabic – Native
- English – Fluent