

Farman Murad Rashid

IT Officer



PROFILE

Highly motivated and results-driven professional with a proven track record of success in Banking IT. Skilled in trouble shooting and finding solutions, with a strong ability to fit in. Adaptable, detail-oriented, and committed to delivering exceptional outcomes in dynamic environments.

 +964 750 093 58 00

 farman86@gmail.co

 Erbil, Iraq

 Iraqi, Swedish

LANGUAGES

Kurdish : Native
Swedish : Professional
English : Very Good
Arabic : Very Good

SOCIAL MEDIA

 [farman-h](#)

WORK EXPERIENCE

01/07/2018
Present
(Erbil-Iraq)

RT Bank

IT Helpdesk Supervisor

Tasks :

System administration and user assistance within the below systems:

- Active Directory User management, Policy Management
- SWIFT Auto Client, Swift Reporting, Security Officer Admin, Transaction Screening Admin (AML related on Swift)
- BANKS, Mobile Banking, Internet Banking
- Progress Soft (RTGS/ACH/Cheques)
- Printer Server, YSoft printing Management
- Queue machine Server, CVM portal admin (SEDCO)
- Microsoft 365 Global Admin
- AML Admin (PIOTEC), FATCA Admin
- Service Desk Admin, Workflow for Mazad Transactions, AD Manager Admin, Endpoint Central Admin
- RT Bank Website and Server Admin
- Room Alert Admin (Data Center Temperature alerts)
- MITTO Admin (SMS Dashboard notifications to Customers)
- and solving daily user issues related to PC/Laptop and systems.

16/01/2016
01/02/2017
(Aspa Herrgard-Sweden)

Meditate AB

Youth Counselor

Tasks :

Leading and helping the newly arrived under aged individuals without parents with transition into adulthood and develop skills they need for independent living.

EDUCATION

2011-2012 Degree of Bachelor of Science in Engineering - Chemical Analysis Engineering
Linköping-Sweden **Linköpings University**

SOFTWARE

- Operating Systems (Windows, Mac and Linux)
- MS Office Applications
- BANKS, IBS and MBS
- SWIFT, Transaction Screening, SWIFTRef
- Active Directory Management
- AML and FATCA
- Service Desk Applications (Manage Engine)
- General PC/Laptop issue management and trouble shooting