

■ ALI MOHAMMED

IT Technician | Lenovo Certified Engineer | First-Line Support Technician | ATM Programmer

■ Erbil, Sebadan— Near Hiwa City

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■ ali99.gr2001@gmail.com

■ EDUCATION

Bachelor of Science in Information Technology

Salahaddin University – College of Science, Erbil

2019 – 2023

■ PROFESSIONAL EXPERIENCE

ATM Programmer & First-Line Support Technician

Cihan Bank — 2025 – Present

Provide first-line technical support for ATM hardware and software systems, ensuring continuous functionality. Monitor transactions and system activity to detect and prevent fraud under the KRG project. Troubleshoot technical issues and escalate complex cases to higher-level support teams. Perform software upgrades, preventive maintenance, and ensure maximum ATM uptime. Collaborate with internal teams and vendors to deliver seamless customer service.

IT Technician | Lenovo Certified Engineer | ZKTeco Sub-Technician

Golden Tech Company — 2024 – 2025

Installed and configured operating systems (Windows/Linux), routers, mesh networks, and office printers. Managed QNAP storage systems and integrated CCTV solutions. Assembled and optimized high-performance PCs based on client requirements. Repaired biometric ZKTeco devices (facial recognition systems, card readers) and Lenovo hardware. Delivered end-to-end IT and security solutions tailored for enterprise clients. **IT**

Technician | Lenovo Certified Engineer

High Tech Company — 2023 – 2024

Provided Lenovo-authorized warranty services, including diagnostics, troubleshooting, and parts replacement. Utilized Lenovo service tools to deliver accurate hardware and software solutions. Documented repair processes, ensuring compliance with service standards. Maintained excellent client relationships through clear communication and timely delivery.

IT Technician

High Tech Company — 2020 – 2023

Built and maintained custom PCs with full component installation (RAM, GPU, CPU, etc.). Installed and configured technical software (AutoDesk, Lumion, SketchUp) for business clients. Diagnosed hardware failures and replaced defective components. Installed, optimized, and secured Windows systems for performance improvement. Provided on-site and remote technical support to minimize downtime.

■ KEY SKILLS

Advanced Technical Knowledge (Hardware & Software) Troubleshooting & Diagnostics Customer Support & Communication Time Management & Adaptability PC Building & Hardware Replacement Software Installation & System Optimization Help Desk & Remote IT Support Problem-Solving under Pressure

■ LANGUAGES

Kurdish — Native

English — Upper-Intermediate Proficiency

Arabic — Upper-Intermediate Proficiency

■ CERTIFICATIONS

Lenovo Certified Engineer

Completed 60+ Lenovo-certified training courses and exams. Specialized in CompTIA A+ topics and Lenovo-specific troubleshooting. Authorized to provide official in-warranty repair services.

High Tech Company Certified Technician

Recognized in 2022 for outstanding technical performance and professionalism.