HAMAD ALI

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SUMMARY

Reliable and detail-oriented professional with experience in cashiering and IT support roles. Skilled in handling cash transactions, POS systems, and customer service in fast-paced environments. Proficient in basic IT troubleshooting, system maintenance, and technical support.Able to work under pressure with accuracy and efficiency.Strong understanding of compliance, confidentiality, and financial procedures.Committed to providing smooth operations and excellent service in exchange centers.

WORK EXPERIENCE

IT Supporter

CDC (CONSTRUCTION DEVELOPMENT COMPANY) – (*Lusail,Qatar*)   **Present 2025**

- Provided technical support for hardware, software, and network issues
- Installed, configured, and maintained operating systems and applications
- Troubleshot and resolved system errors and user problems
- Set up and managed user accounts, emails, and permissions
- Monitored system performance and ensured regular data backups
- Maintained accurate documentation of support tickets and solutions

Cashier

Meezan Bank – (*KPK Pakistan*)   **Sep 2022 to Aug 2024**

- Handled daily cash transactions with accuracy and attention to detail
- Processed deposits, withdrawals, and fund transfers efficiently
- Maintained and balanced cash drawers and reconciled end-of-day reports
- Provided excellent customer service and resolved client inquiries
- Ensured compliance with banking policies and cash handling procedures
- Detected and reported suspicious transactions to prevent fraud

SKILLS

- Technical troubleshooting and user support
- Cash handling and transaction accuracy
- Operating system and software installation
- Customer service and communication skills
- Data entry and record keeping
- Network and hardware maintenance
- Compliance with security and financial procedures

EDUCATION

- **DIT (Diploma In Information Technology).**   **Completed in 2022**
  Govenment College Of Technology.
- **Bachelor of Science in IT (Information Technology).**   **In Progress**
  University Of Swabi (KPK Pakistan)

ADDITIONAL INFORMATION

- **Visa Status :** *Freelance (Transferable)*
- **Nationality :** *Pakistani*
- **Certification :** *Iosh and Osha ,Auto CAD 2D3D,MS Excel,WORd, Power Point.*
- **Languages :** *English , Urdu , Hindi*