



EYAD KHALIL MOHAMMAD FADDA

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Assistant Operations Manager

CORE COMPETENCIES

Customer Service Management
 Teller Operations & Support
 Back Office Operations
 Fund & Cash Management
 Operations Management
 Compliance Assignments
 ATMS Policies & Procedures
 Private Banking
 Relationship Management
 Financial analysis skills
 Auditing & Internal Control
 Service Excellence
 Team Building
 Liaison & Coordination
 Risk Management
 Reporting & Documentation
 Self-motivated
 Multitask, prioritize and work under pressure
 Good leadership skills & Team player
 SWIFT
 Payments
 Knowledge
 Manage people
 Manage Risk
 Making Currency
 Exchange Forex
 Trading

PROFILE SUMMARY

- Result-oriented professional with **17 years** of experience across Banking Operations and related activities.

Work experience

FROM Oct2007 To Dec2024 with Arab Bank PLC.

Growth path:

- Oct 2007– Sep 2014: **Head Teller (HCSO)**
- Jun2018– Jul2018/Dec2020 – Jan2021: **Acting Branch Operations Manager**
- Sep2014 – Dec2024: **Assistant Operations Manager/Sr. Customer Service Officer Position (SCSO)**

Key Result Areas

- Monitored the inflow & outflow of funds and ensured effective working capital management and optimum utilization of available funds towards the accomplishment of corporate goals.
- Proficiency in monitoring & implementing internal control systems for all financial and statutory matters.
- Senior Cash management operations officer responsible to monitor the outflow and inflow swift messages.
- perform investigations and reconciliation along with process review.
- To process/review and implement enhancement to Cash Operations in accordance with established departmental operating instructions, delegated authorities, and group policies
- develop payment service products and position the processing centre as a revenue generator.
- Skilled in performing daily reconciliation for clients, ensuring all outages are assigned to appropriate departments.
- Experienced in analyzing reports of processed transactions received, to identify discrepancies.
- Assuming responsibility for managing operations functions and driving operations personnel to perform in line with the operational standards.
- Formulated and maintained strong internal controls to ensure effective and efficient processing of cash management transactions.
- develop key working relationships with internal customers and support units etc.
- achieve set targets in terms of Service standard for customer transactions.
- To provide advisory service customers on best methods of transferring money to exchange controlled countries.
- lead and manage the Team in processing the branch requests on Accounts, Branch General Ledger Reconciliation and Cheque Returns accordance with agreed Service level agreements, Policies and procedures, standards, and operational policies to achieve overall division objectives, enhance customers' experience.
- Ensure all the transactions handled in CPC are checked and processed for authenticity (as to source, value, SC Star etc) and are disposed of strictly as per remitters instructions.
- Ensure that all internal accounts are addressed on a daily basis and correction entries passed where required.
- Ensure that turnaround times in respect of processing various transactions are met on a constant basis as per agreed SLA with respective units

Ensure all cheques, including returned items (RCMS Clearing Cheques, Inward collection, Outward Collection, In House cheques, PDCs and PDCDs) received into CMO are checked for authenticity and are processed as per customer's instructions.

- Ensure that the department gets a satisfactory audit rating in all external / internal reviews
- ensure that all risks and losses related to payment services are identified, documented and registered in Phoenix.
- Ensure adherence on an ongoing basis to all requirements of KYC/AML as may be issued from time to time.
- Ensure all practices within the unit comply with risk and compliance procedures minimizing any operational loss in respect of all activities. Ensure controls are in place and operational risk is managed across the portfolio according to group policy
- ensure that all enquiries / complaints are resolved within agreed turnaround
- Ensure compliance to sanctions, AML, KYC policies periodically given by the group
- Ensured effective processing of company receivables and timely collection in stipulation with the company policies.
- Leading and developing team members through transparent and effective communication, development plans and reward and recognition practices.
- Expertise in collaborating with various internal departments to ensure that all outages assigned are cleared in a timely manner; skilled in suggesting ways to improve existing processes.
- Developing relationships with industry groups and organizations to keep abreast of changes in central bank regulations and ensures that changes are implemented in a timely fashion.
- Improving the operational controls and service efficiency.
- Developing schedules for audit and steering effective maintenance of reports.
- Coordinating with the Credit Team to review statements; escalating issues, when required for prompt resolution.
- Coordinating between teams, management and other department and business units for any issues related to department
- Adept with retail banking products and services. In-depth knowledge of retail operational policies & procedures.
- Ensure Complaints are addressed within SLA agreed with business and Service units. Key learning from these is updated back in process / with the team.
- Drafting reconciliation statement on a regular basis while ensuring all-round compliance.
- Data Quality & Consistency Checks are conducted in line with Compliance / Fraud Control / internal policy requirement for continuous improvement of process for maintenance, new to bank and business banking customers.
- Managing and tracking petty cash; directing the auditing and balancing of petty cash as required for reporting to achieve best satisfactory audit ratings in internal, external audits.
- Articulating reports for auditors and rendering assistance in audit procedures; developing quarterly financials.
- Spearheading the verification of discrepancies; leading the processing of refunds while ensuring all round compliance.
- Implementing systems, procedures & manuals for preparation & maintenance of statutory books of accounts and financial statements; ensuring compliance with statutory requirements, Leading the implementation of system changes to support new products, ensures system integrity and recommends program changes to more efficiently and effectively support services offered.
- Monitoring inflow/ outflow of funds; taking adequate measures to ensure optimum utilization of available funds towards the accomplishment of organizational objectives.
- Ensuring controls are put in place to minimize errors / Fraud and Delays in the process.
- Ensuring the originations process is carried out in a timely manner as per Operational / Credit / Risk / Business / Regulatory policies.
- Ensuring documentation Standards are followed as per the guidelines set by internal Compliance team.
- Ensuring that banking procedures are communicated and carried out in a consistent manner which is in line with bank policies and procedures.
- Ensuring the controls placed are effective and identifying & fixing any gaps in the process by means of Quality checks and sample checks.

Highlights and skills

Operations Management skills:

- oversee and manage the day to day of branch operations.
- drive and inspire outstanding performance within the contact Centre teams by providing clear goals, objectives and motivation professionally.
- To be responsible for the achievement of Client driven SLAs through strong people management, operational focus and process / quality control.
- strong and detailed focus on contact Centre and customer service productivity and work with the Quality Manager to maximize the potential against budget, whilst at the same time ensuring my team are respected and work within a controlled and balanced environment.
- To drive and lead the delivery of strong attention to detail, accuracy and quality across all levels of the Contact Centre team – for both external and internal customers.
- provide high quality service to our stakeholders and customers.
- Act as backup for the other supervisory desks

Branch banking and customer service skills:

- Managed the opening & closure of cashier branch automation; drafted branch controlling reports.
- Drove the maintenance of cash drawers, analyzed discrepancies, delivered training to junior tellers.
- Working closely with the rest of the Teams providing mutual support by training, coaching and sharing knowledge and business development best practice.
- Successfully authorized and executed wire money and IBAN transfers internationally and locally.
- Managing customers' expectations, in terms of exceptions processing and prioritizing all the urgent request across the teams and working closely ensuring a common goal of the bank is met.
- Processed client transactions, including deposits, withdrawals, money transfers, loan payments and bank cheques.
- Rendered proactive assistance to the with various questions and concerns related to their accounts and bank products.
- maintaining of account records and entry of account data into financial institution departments.
- Led the processing of wire money and IBAN transfers internationally and locally; maintained ATMs, processed electronic clearing cheques; authorized applications and drove quality assurance management including documents and cheques.
- Administrating key operations encompassing business operations signature verification and automated processing.
- Steered efforts towards increasing customer interest and awareness of bank products and services through promotions and referrals to sales staff.
- Undertaking any additional assignments / projects entrusted by the line management and complete them as per requirement.
- Work & support in developing the system enhancements.
- Extended support to the Operations Manager for daily controlling reports and general ledger reporting.
- Monitored bank vaults to ensure cash balances were correct, and daily operations were correctly entered into the system.
- Led and developed new associates, ensured new hires were following established policies and procedures.
- Signature B authorization.
- Senior officer grade.

IT SKILLS

- Cashier Branch Automation.
- Meta Trader5 Forex Trading.
- MS Office.

ACADEMIC DETAILS

- B.Sc. (Accounting) from University of Jordan, Amman, Jordan in 2007.

PERSONAL DETAILS

Date of Birth: 2nd June 1983.

Languages Known: English (fluent), Arabic (mother language).

Nationality: Jordanian.

Place of Birth: Kuwait