



AHMAD HASSAN

Consultant Account Services Associate

Contact

Address
Dubai, UAE 500001

Phone
+ 971503937672

E-mail
ahmadmughal2014@gmail.com

LinkedIn
www.linkedin.com/in/ahmad-hassan-801316231

Skills

AML / CFT Control	Advanced
Account Opening	Advanced
Branch Audit preparation	Advanced
Branch General Control	Advanced
Cash Management	Advanced
Risk analysis and management	Advanced
Compliance understanding	Advanced
Data verification	Upper intermediate
Outsourced services management	Advanced
Account services	

Experienced banking professional with superior attention to detail and highly ethical nature. Dedicated to maintaining optimal security and customer satisfaction while meeting ambitious sales targets. Well-versed in industry regulations and asset protection strategies.

Awards

R-ACE Award

I have overall almost Eight Years of banking Experience on different positions. I joined banking sector in January 2015. I moved in Tanfeeth (Emirates NBD Group) on September 2022 and I worked hard and Finally i got R-ACE Award for Q4 of 2022.

Work History

2022-09 -
Current

Consultant Account Services Associate

Tanfeeth LLC (Emirates NBD), Dubai

- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.
- Supported clients with business analysis, documentation, and data modeling.
- Integrated technology and business operations to identify targeted solutions to customer issues.
- Renegotiated outsourcing contracts to save considerable costs.
- Aligned closely with business owners and employees to gather information and gain operational insight.
- Created monthly forecast templates and resource management allocations for approved projects.
- Collected, arranged, and input information into database system.
- Devised and implemented processes and procedures to streamline operations.
- Conducted regular reviews of operations and identified areas for improvement.
- Demonstrated leadership skills in managing projects from concept to completion

2021-01 -
2023-11

Internal Control Officer

MCB BANK LTD, Mirpur AK

- Acted as primary client liaison during internal audits.
- Prepared and presented clear and concise audit reports and documentation.
- Identified potential risks and developed effective preventive strategies.
- Created annual review plans in collaboration with management.
- Personally conducted ongoing reviews of all operating procedures.
- Performed risk analyses to identify appropriate security countermeasures.
- Monitored use of data files and regulated access to protect secure information.
- Identified, investigated and documented compliance violations and recommended corrective measures.
- Developed and maintained system for tracking and reporting compliance violations.
- Managed practical action plans to respond to audit discoveries and compliance violations.
- Implemented improvement initiatives and developed compliance testing program to monitor and identify gaps in new and existing practices.
- Responded to employee inquiries regarding compliance regulations and procedures.
- Developed risk assessment models to identify potential compliance risks.
- Maintained composure in stressful situations, confrontations, interviews and records searches.
- Warned violators of infractions or penalties.

Advanced

Purification services

Advanced

Certifications

MCB Lite Card

ATM Operations and Management

Certified Teller Services Officer

Orientation Training

Service for life

IT Security Awareness

Effective Cash Management

TSO Certification

Email Etiquettes

Important Circulars on branch Banking

FATCA CRS

AML/CTF

Sanction Awareness

Hobbies

- Book Reading
- Searching of Solution ways
- Playing Games

Languages

English

Upper intermediate

Hindi /urdu

Advanced

Punjabi

Advanced

2019-12 -
2021-02

2018-09 -
2019-12

2016-12 -
2018-08

- Completed field checks to verify licenses and permits for various business.
- Supervised 11 audits per year.

BRANCH OPERATION MANAGER | ABM

MCB BANK LTD, Bhimber AK

- Accomplished multiple tasks within established timeframes.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Developed and maintained relationships with customers and suppliers through account development.
- Improved safety procedures to create safe working conditions for workers.
- Formulated detailed recommendations based on audit findings to support annual planning and definition of goals.
- Managed compliance efforts, reporting and audits.
- Reviewed documents, files, transcripts and other records to assess compliance and potential risk.
- Drove optimization of regulatory risks management, control testing and process improvements.
- Monitoring of Cash Department Including other Areas
- Monthly review of Staff Files Account Statements , guards files and *weapon* lenience
- Monitoring of opened , Closed and unclaimed Accounts
- Strick Compliance of AML/CFT KYC CDD EDD name Check and Screening
- Supervision of Annual Review of High Risk Accounts
- Provided professional services and support in dynamic work environment
- Assisted with day-to-day operations, working efficiently and productively with all team members
- Proved successful working within tight deadlines and a fast-paced environment
- Demonstrated a high level of initiative and creativity while tackling difficult tasks
- Worked well in a team setting, providing support and guidance

BRANCH OPERATION OFFICER

BHIMBER, Bhimber AK

- Reviewed new accounts for required documentation.
- Maintained scheduling for main branch to keep shifts appropriately staffed.
- Balanced daily cash and ATM, immediately documenting inaccuracies.
- Developed and implemented strategies to deliver quality customer service.
- Maintained friendly and professional customer interactions.
- Engaged employees in business processes with positive motivational techniques.
- Implemented service improvements to enhance sales cycle.
- Complied with regulatory guidelines and requirements.
- Performed AML/CFT KYC CDD and EDD .
- Reporting of CTR /STR
- AML Check on boarding of Customer
- Name Checker / Screening of Customer onboarding time
- High Risk Annual review with top 100 Depositors Review

Certified Teller Services Officer

MCB Bank Ltd, Bhimber AK

- Conducted financial due diligence on potential investments and acquisitions.
- Developed strategic plans for day-to-day financial operations.
- Prepared internal and regulatory financial reports, balance sheets and income statements.
- Produced monthly departmental headcount reports and analysis to compare actual budget and prior year results.
- Provided clients with general information on account opening.
- Motivated tellers to achieve sales and service goals with continuous coaching.
- Greeted patrons and asked questions to better assess client needs.
- Executed various customer deposits, withdrawals and money orders.

2015-01 -
2016-12

- Processed customer transactions promptly, minimizing wait times.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Maintained accurate records of customer transactions in line with bank procedures.
- Cash management according to State Bank of Pakistan's guidelines
- Balancing of Cash and transfer vouchers

Universal Teller

Dubai Islamic Bank Pakistan, Mirpur AK

- Operations to promote or sell products or services such as traveler's cheques, savings bonds, money orders, and cashier's cheques
- To resolve any customer query / complaint with regards to cash services offered by branch
- To scrutinize all transaction vouchers on daily basis and ensure hard copies are filed properly for record and any future reference
- To escalate any unusual cash activity or suspicion (ST R) immediately to Head Teller/ Manager Operations
- To perform cash reconciliation, with Head Teller / Manager
- Operations at day end while ensuring that funds received (system and physical) are matched
- To generate branch vault day end closing report and obtain approval from Head
- Teller / Manager Operations after ensuring that repoll is complete and correct in all aspects
- Undertaking Cash Receipts & Withdrawals
- Ensuring cash collection is sorted and managed as per
- Ensuring the cash receipts are accepted & payments made within the assigned TATs
- Keeping abreast of all Regulatory requirements, Bank
- Maintain capability of cash handling by balancing physical inflow and out flow of debit and credit with help of vouchers
- Assess high technical capabilities, regulate the process & facilitate the customers in time through the posting of transactions in the system.
- Organized, stocked and maintained teller window area.
- Handled various accounting transactions.

Education

2011-10 -
2013-12

B.Com: Commerce

University of AJK, Muzaffarabad - Muzaffarabad Pakistan

2009-09 -
2011-07

I.Com: Commerce

BISE Mirpur AK - Bhimber Pakistan

2007-08 -
2009-09

Matriculation: Computer Science

BISE Mirpur AK - Bhimber Pakistan

Reference

Available on Demand