



Haythm Qblawi

Senior Operations Officer

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Dubai/UAE

Personal Details

- Date of Birth: 17/05/1980
- Nationality: Palestinian / Syrian

Languages

- Arabic (Native), English (Fluent)

Profile Highlights

Overall, 17 years of professional experience including 3 years of international (UAE) tenure. I played a pivotal role as a banking specialist. During this period, I successfully handling and managed banking systems, including ATM installation and maintenance, setting up banking accounts, Communicating with Customers to solve inquiries, monitoring all transactions and error corrections.

Objectives

Seeking for a new challenge in a flagship foundation/Company and invest my experience to help in achieving the business goals.

Education

Syrian Virtual University-SVU (2010-2012):
Higher national Diploma in Computing and Business applications

Professional Development/Trainings

- MS Office (Excell, Word, PowerPoint).
- Presentation skills.
- Problem solving and decision making.
- Leadership and management skills.

Experince

Senior Operations Officer
Syria Gulf Bank
2014-2023

Key responsibilities:

- Managing ATM machines installation, and maintaining all related operations (Debit card issuance, Troubleshooting transactions, ..etc.)
- ROI analysis of the current applied services and approach effective strategy to increase the profit.
- Contracting review and Pricing negotiation with vendors for the supplied services.
- Generate KPIs reports of the Electronics systems operations for the top management.
- Maintaining and regular verification of Regulations compliance.

- Lead and manage a team of operations staff, providing guidance, coaching, and support to ensure the department's goals are met.
- Direct & Control Cheque Books Issuing.
- Implement quality control measures to monitor and improve the accuracy and timeliness of operational tasks.

Operational Risk Officer
Syria Gulf Bank
2013-2014

Key responsibilities:

- Performing Daily Nostro & Vostro Report.
- Performing & Updating Emergency Plans.
- Generating & Analyzing Risk assessment and financial reports for the top management for further evaluation and actions.
- Aggregating and analyzing risk events into the Basel 2 categories.
- Identify risks using RCA (Root cause Analysis) techniques.
- Using quantitative risk assessment to identify the probability and impact of the risks.
- Plan risk registerer file and actions plan.
- Updating Operational risk policy.

Business owner and founder
Of Souvenir L.L.C
2007-2012

- General trading (Importing From China).

Administration Officer and Document Controller
Al Jaber Tunneling and mechanical works Est.

At (ADWEA and ITLA CONSULT UAE Abu Dhabi)

project *“Construction of DN 1000mm Dia meter D.I. Water Pipeline from Shuweihat to Silaa”*.

2003-2006

Key responsibilities

- Using Primavera’s Contract management module for handling and archiving all project-related documents. On a regular basis.
- Communications and meeting coordination and other administration works.
- Following up and monitoring the work progress to ensure the commitments of both contractor and client in the contract’s details.
- Generating document processing progress reports for senior managers.
- Sharing the required documents by concerned departments on demand.
- Using edams system to store and index all types of documents.
- Maintaining the privacy and confidentiality policy of the documents.

Acheivements

- Successfully implementing the electronics systems and installing the ATM (Syria Gulf Bank)
- Implementing Transfers process with coordination with the Central bank of Syria (Syria Gulf Bank)
- Implementing the Cheque books machine installation (Syria Gulf Bank).
- Successfully managed the emergency evacuation plan (Syria Gulf Bank).

REFERENCE Available Upon Request.