

AHMAD S. HADID

Senior Operations Manager | Financial Services | Fintech |
Payment | Remittances | Planning & Analysis

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United Arab Emirate, Ajman (Open to relocation)

PROFESSIONAL SUMMARY

Experienced Senior Operations Manager with over 10 years of expertise in financial money services company, I have demonstrated success in leading and managing operations teams, achieving operational efficiency, and ensuring regulatory compliance. My leadership skills and ability to collaborate with cross-functional teams have enabled me to deliver results that meet or exceed business objectives. I have exceptional presentation and documentation skills. I have a proven record of success in the financial services industry, and I am confident that my skills and experience make me an asset to any organization.

STRENGTHS AND EXPERTISE

P&L Management
Business Development
Strategic Planning

Project Management
Negotiation Skills
Client Relationship Management

Team Leadership
Communication
Operations Management

WORK EXPERIENCE

SHIFT Financial Services Ltd.
Business Planning and Analysis Manager

August 2022 - May 2023

- Conducted research and analyzed data to enhance organizational competitiveness and profitability.
- Developed and implemented functional strategies and objectives to support company departments.
- Consulted with top management, providing recommendations based on research findings and product performance.
- Collected and analyzed company data to inform decision-making and identify trends.
- Collaborated with cross-functional teams to align departmental objectives with organizational goals.
- Monitored progress toward objectives, identifying areas for improvement and adjustment.
- Communicated insights and recommendations to stakeholders, including senior leadership, to drive action and results.

SHIFT Financial Services Ltd.
Senior Operations Manager

February 2018 - August 2022

- Managed all regional activities for money transfer services across 80+ countries, overseeing operations process, design, planning, and strategy.
- Interacted with managers in various functional areas, ensuring alignment and coordination to achieve operational excellence.
- Analyzed operations to drive efficiency, cost reduction, and improved customer satisfaction, making recommendations accordingly.
- Developed and implemented operational policies and procedures to ensure compliance with regulations and standards.

- Led technology implementation efforts to support operational processes, collaborating with IT teams and vendors.
- Monitored operational performance, identifying improvement opportunities and adjusting strategies as needed.
- Managed a team, providing coaching, training, and performance management to drive success.

SHIFT Financial Services Ltd.
Operations Officer

February 2012 - January 2018

- Manage daily operations to ensure smooth and efficient functioning.
- Provide guidance to staff in resolving operational issues.
- Collaborate with Operations Manager to improve effectiveness and efficiency.
- Follow department procedures and maintain high standards in customer service.
- Cooperate with other departments and pass on relevant information.
- Monitor data and inform Manager of any required changes.
- Participate in implementing new technologies and procedures.
- Report glitches or errors promptly.
- Keep CRM and ORM systems updated.
- Survey agents and customers to promote new services.

Jordan Red Crescent Hospital.
General Accountant

February 2009 - February 2012

EDUCATION

Al-Albayt University

Bachelor's in business administrations

CERTIFICATIONS

- KPIs
- Power BI.
- Anti-Money Laundering and counter Terrorism Financing & International Sanction Lists.
- Foreign Account Tax, Compliance act (FATCA).
- Financial Crimes, Corruption and Fraud / Jordan.
- Time Management.
- Positive Thinking.
- Emotional Intelligence.
- Teamwork.
- Developing communication skills.
- Successful Skills

SKILLS

Functional Skills:

- Fintech
- Operations Management.
- Business Development.
- Develop strategies.
- Product Management
- Anti-Money Laundering.
- Counter-Terrorist Financing CTF
- API knowledge
- Analytical Skills.
- Customer Relationship Management (CRM)
- Communication skills.
- Successful skills.
- Leadership skills.
- Multitasking
- Teamwork
- Organization Skills
- Positive thinking
- Emotional intelligence
- Time management.

Special Knowledge Skills:

- KPIs,
- Data analysis
- Data Visualization.
- Power BI
- MS Office
- Blockchain
- FX
- Cross-Border Payment
- Financial Transactions.
- MTOs
- Onboarding
- Interviewing
- Coaching & Mentoring
- Framework Design
- Suspicious Activity Reports (SAR)
- Email Writing
- Policy and Procedure development
- Customer Service & Success

REFERENCE

CEO of SHIFT Financial Services Ltd

Mr. Abdallah Sahloul

Tel: +962798500001

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Talent Acquisition Manager at SHIFT Financial Services Ltd

Mr. Ghaith Alrajjal

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Business development & Marketing Manager at CRIF

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