

Abdulfatah Mohammed Hassan

Sharjah, UAE – Willing to Relocate - + 971 52 201 7971 - abdualfatah4@gmail.com

Languages: Arabic, Native & English, Fluent. Sudanese Nationality - Born in Apr 1990



Profile & Summary

Dedicated and results-driven banking professional with over 5 years of experience in the banking & financial industry, including expertise in compliance. Proven ability to lead compliance initiatives, ensuring strict adherence to regulatory requirements while fostering a culture of compliance excellence. Adept at risk management, financial analysis, and customer relationship management, with a focus on optimizing performance and enhancing customer satisfaction. Proficient in digital transformation strategies to drive increased customer engagement and competitive advantage. Experienced bank teller with a commitment to accuracy, efficiency, and exemplary customer service. Seeking opportunities to contribute expertise in the banking industry and drive organizational success.

Professional Experience:

Compliance Officer

Aug 2021 -Apr 2023

Al Nile Bank for Commerce & Development (HQ), Khartoum Sudan.

- Led compliance efforts, ensuring adherence to all regulatory requirements.
- Conducted regular audits and reviews to maintain a high level of compliance.
- Collaborated with the team to implement effective compliance strategies.
- ✓ **Risk Management:**
 - Implement risk assessment strategies to safeguard the bank's assets and financial stability.
 - Achieve a significant reduction in non-performing loans through effective risk mitigation measures.
- ✓ **Customer Relationship Management:**
 - Build and maintain strong client relationships, resulting in increased customer retention and business growth.
 - Achieve a high Net Promoter Score (NPS) by delivering exceptional customer service and tailored financial solutions.
- ✓ **Financial Analysis and Performance:**
 - Conduct thorough financial analysis to identify cost-saving opportunities and improve profitability.
 - Achieve a notable increase in the bank's return on assets (ROA) through strategic financial management.
- ✓ **Regulatory Compliance:**
 - Ensure strict adherence to banking regulations, resulting in zero regulatory violations or penalties.
 - Successfully navigated and passed rigorous regulatory examinations, demonstrating a commitment to compliance excellence.
- ✓ **Digital Transformation:**
 - Lead the implementation of innovative digital banking solutions, enhancing the bank's competitiveness.
 - Achieve a significant increase in digital adoption rates and customer engagement through digital channels.

Bank Teller

May 2018 – Aug 2021

Al Nile Bank for Commerce & Development (Branch), Kassala, Sudan.

- Conducted daily banking transactions, including deposits, withdrawals, money transfers, and loan payments.
- Maintained meticulous record-keeping and documentation to ensure company compliance with banking regulations.
- Assisted customers in opening checking and savings accounts, as well as issuing checks, including cashier's checks and money orders.
- Provided exceptional customer service, promptly addressing inquiries and resolving issues.

- Demonstrated accuracy and efficiency in cash handling, achieving zero discrepancies, while also excelling in sales performance and maintaining security compliance to prevent fraud or security breaches.

Education Qualifications & Certificates:

- ❖ **Bachelor Degree in Accounting & Finance, Sudan University of Science & Technology** - July 2017.
- ❖ **Diploma of Computer Science** - July 2017.
- ❖ **Diploma of General English** - April 2013
- ❖ **Advance Excel Certificate** - August 2022
- ❖ **CMA part one passed** - January 2023

Skills & Abilities:

- Compliance Management
- Risk Assessment and Mitigation
- Financial Analysis
- Customer Relationship Management
- Regulatory Compliance
- Digital Banking Solutions
- Sales Performance
- Record-Keeping and Documentation
- Cash Handling
- Security Compliance
- Customer Service
- Banking Regulations
- Audit and Review
- Team Collaboration
- Digital Adoption Strategies
- MS Office

Additional Training & Courses:

- **Compliance Certification:** Completed a comprehensive compliance certification program covering key regulations and best practices in the banking industry.
- **Financial Analysis Workshop:** Attended a specialized financial analysis workshop to enhance skills in assessing cost-saving opportunities and improving profitability.
- **Customer Service Excellence Training:** Participated in a customer service excellence training program focused on delivering exceptional service and tailoring financial solutions to enhance customer satisfaction.
- **Cash Handling and Security Training:** Completed training in cash handling best practices, including secure storage, counting, and verification of currency and coins, ensuring zero discrepancies.