

Saad A.Almas | 15+ Years of Experience in Banking

Riyadh, Saudi Arabia

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CORE COMPETENCIES

English and Arabic
Excel professional
CRM dynamic

Compliance
Personal Finance loans
Car leasing loans

Customer services
Operations & Report
Team Management

WORK EXPERIENCE

Specialist self-supervision



, Riyadh, KSA

October 2010 – Present

- Conducting self-assessment and monitoring: responsible for regularly assessing the bank's compliance with internal policies, procedures, and regulatory requirements. Conduct audits, reviews, and investigations to identify any potential compliance risks or violations.
- Developing and implementing controls: Develop and implement control systems to ensure that all bank operations and activities are conducted in compliance with applicable laws, regulations, and internal policies. This may involve creating and updating policies and procedures, providing training to employees, and monitoring adherence to established controls.
- Maintaining regulatory knowledge: Keeping up with changes in regulations and industry best practices is crucial for Self-Supervision Specialists. Stay informed about new regulations, guidelines, and industry trends to ensure ongoing compliance and make any necessary adjustments to internal processes and controls.
- Reporting and documentation: responsible for preparing and submitting regular reports on compliance activities to management and regulatory authorities. Maintain accurate and up-to-date documentation of compliance efforts, audit findings, and remedial actions taken.
- Collaborating with internal stakeholders: Work closely with various internal stakeholders, such as risk management, legal, operations, and business units. Provide guidance and support to these departments, ensuring that compliance considerations are taken into account during decision-making processes and new initiatives.
- Responding to regulatory inquiries and examinations: When regulatory authorities conduct examinations or inquiries, responsible for providing the necessary documentation and information. Assist in addressing any issues identified during these examinations and implementing appropriate corrective actions.

Customer services Officer , Etisalat international Company

2006 – 2010

- Managed a high volume of inbound calls, exceeding **200 calls per day**.
- **Supervised a team of 30 agents** and effectively managed inbound call volume to minimize waiting times and enhance customer experience.
- Demonstrated a strong ability to identify and solve complex customer problems within tight timeframes, ensuring customer satisfaction and retention.

Accountant , AISadhan Company , Riyadh, KSA

2004 – 2007

- Maintaining financial records: responsible for accurately recording and maintaining the financial transactions of the organization. Includes tracking income, expenses, assets, and liabilities.
 - Preparing financial statements: responsible for generating financial statements such as the balance sheet, income statement, and cash flow statement.
 - Conducting financial analysis: responsible for analyzing financial data to identify trends, patterns, and areas of improvement.
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EDUCATION

Diploma in Financial Accounting , Technical college

2011
