

**Mohammed Saad Abuhaimed**  
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**Education:**

Institute of Public Administration (Commercial Accounting)	2004-2008
• Retail Banking Professional Foundation Certificate (RBPF)	2014
• Credit Advisers Certificate.	2018

**Training & Courses**

- AL Kharashi Certified Accounting
- Ministry of Commerce
- Communication Skills
- Money Laundering
- Foreign Account Tax Compliance Act (FATCA)
- Process Analysis, Improvement & Reengineering
- Total Quality Management for Continual Improvement
- Information Security
- Sanctions
- Potentially Vulnerable Customer and Wealth Management
- Total Quality Management for Continual Improvement

## Experiences:

- Saudi British Bank (SABB)

Oct 2008 – Sep 2013

### **Customer Relations Representative**

- Opening account, Issue ATM card and updating accounts.
- Selling products (Loan, Credit card, Home finance).
- Answer basic customer inquiries regarding service charge, fees and exchange rate.

- Saudi British Bank (SABB)

Sep 2013 – Jun 2015

### **Senior Customer Relations Representative**

- Serving customers by providing product and service information; resolving product and service problems.
- Maintain high level services and ensure the customers are provided with accurate information.
- Dealing with loans, credit card, home finance...

- Saudi British Bank (SABB)

Jun 2015 – Sep 2015

### **Branch Operations Officer**

- .Assist and acting the operations manager.
- Monitoring the suspense accounts
- Investigate the suspected transactions.
- Handling and resolve the customers complaints.
- Monitoring the team and ensure they provide a high quality service.

- Alawwal Bank

Sep 2015 – Oct 2017

**Branch Support Officer**

- Maintain & Streamline operations policy & procedures
- Visiting the branches and ensure them following the policy and procedures.
- Resolving escalated issues, queries and complaints.
- Review and process the override transactions.

- Alawwal Bank

Oct 2017 – Jul 2019

**Business Quality & Services Assistant Manager**

- Ensure the branches adherence to Risk, Compliance, Internal Control, and Audit Procedures.
- Manage the monitoring, measurement, and review of internal processes.
- Processing over limit, charities and restriction accounts transactions.
- Testing the changes\develops on the core system in UAT.

- Saudi British Bank (SABB)

Jul 2019 – Feb 2021

**Business Risk & Control Officer**

- Ensure procedure manual and other guidelines issues are in line with bank and regulatory policies.
- Drive through validation and advice on completion of the operational risk related regulatory and audit recommendations.
- Review and endorse dispensations/risk acceptance to ascertain for its applicability.
- Analyses operational risk incidents and control testing to identify process efficiencies.

Feb 2021 – Present

- Saudi British Bank (SABB)  
**Business Conduct Officer**

- Review SAMA observations & audit points and ensure remediation is actioned by the relevant department.
- Receive SAMA circulars, requests, and inquiries and ensure to take the actions within the timelines.
- Ensure policy & procedure updates received from SAMA are reflected in SABB internal policy and procedure.