**amani abdalqader**

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**SUMMARY OF PROFILE QUALIFICATIONS**

* Solution-driven operations management professional with over 8 years’ hands-on experience in business operations, project management, strategic planning, customer service, team leadership, negotiation, and regulatory compliance with adherence to company-wide policies and procedures in every matter.
* Extensive experience supervising multiple teams of employees while providing senior management with weekly project status updates and milestones, resulting in 25-30% increase in organizational efficiency and revenue generations.
* Proactive relationship-builder with a record of exceeding monthly targets (financial and business operations, sales, customer acquisition) by 25% and providing high-quality service, resulting in consistent outstanding customer feedback.
* Self-starter skilled in facilitating change within the scope of work to meet operating and financial objectives from inception to completion.
* Recognized as a collaborative team player with an effective oral and written communication skills (Arabic and English).

**WORK EXPERIENCE & PROFESSIONAL SKILLS**

IT Security Administrator June 2011 – September 2017

***Risk Management Department, Commercial Bank of Kuwait***

* **Workflow Optimization**: developed a seamless customer engagement strategy for over 5000 customers via phone, email and in person to identify areas of improvement leading to a 14% increase in customer retention and satisfaction.
* **User Management**: Set up user accounts on workstations and other systems, granting access rights as required in the risk management department, leading to 80% increase in user retention.
* **Risk Mitigation:** Successfully conducted user access review for more than 3000 user accounts on more than 30 applications, to prevent excessive privileges and security breaches.
* **Business Continuity:** Created a repository to archive thousands of access requests for easy retrieval in an internal investigation, resolving issues within 24 hours across 10 departments to increase efficiency.
* **Talent Management and Training:** maximized team knowledge and productivity by effectively training, monitoring and coaching 5 new hires on company-wide best practices and regulatory protocols; led to zero error on deal applications from start to completion.
* **Process Improvement:** examined all document on a daily basis with team members in the risk management department at the commercial bank of Kuwait to avoid financial errors in transactions, including uploading data to accounting system.

Treasury Operations supervisor April 2007 – May 2011

***Operation Division (Back-office), Commercial Bank of Kuwait***

* **Customer Service:** Received a 98% score on customer service feedback surveys for consistently enhancing customer experience by providing quality assistant at the back-office of the commercial bank of Kuwait.
* **Account Processing**: Processed and validated daily financial transactions such as lending/borrowings, corporate loans and deposits, and executed transactions (debit /credit) with high level of accuracy and within specific Turnaround Time.
* **Operational Support:** Fulfilled all operations and other administrative tasks for two senior managers including managing complex reports using advanced software proficiencies (MS Excel and Access) based on required criteria during the audit and investigation.
* **Cross-functional Team Collaboration**: Collaborated with cross-functional teams, including C-level, accounts, marketing, and IT to understand and attend to customer feedback and ongoing company-wide goals.
* **Report Writing and Presentation**: prepared management reports on Investment Position, Out Standing Loans, Deposits, and Bank Balance Sheet, leading to a new business performance that was 25% above target for 2010-2011.

**EDUCATION**

* ***Certificate in Project Management Studies***  In view

Algonquin College

* ***Bachelor of Computer Information System*** 2003

Applied Science University of Jordan

**CERTIFICATIONS & PROFESSION TRAINING**

* Information Technology Infrastructure Library (ITIL 2015
* Combating Money Laundering & Terrorist Financing 2010
* Supervisory Skills - Kuwait Banking Institution 2010
* Banking Laws for Operations - Kuwait Banking Institution 2008
* First CPR Training – Kuwait Ministry of Interior 2008