

ADNAN HASHIM FAYAD

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Dynamic leader with 17 years of experience in **banking sector**, providing supervision to staff, directing operations, and reinforcing best practices. Knowledgeable about the banking industry and **business process management** (BPM) with strategic thinking needed to architect tactics and methodologies and evaluate procedures. Possess expertise in branch operations required to increase bank’s performance and achieve organizational objectives. Strong communicator, capable of **promoting/marketing banking products** as well as defining business growth opportunities. Efficient problem-solver, adept at resolving customers’ complaints, while nurturing a productive culture. Proactive individual with an exceptional ability to **liaise** with key stakeholders and establish lucrative **networks**. Recognized for **meeting annual sales goals** and maintaining **excellent customer service**. Thrive under pressure in a demanding work environment. Versed in enforcing banking policies, regulations, and procedures. Proficient in MS Office Suite. Fluent in Arabic and English.

PROFESSIONAL LEARNING

Anti-Money Laundering	Selling Skills for Islamic Financial Service, IBS
Retail Banking Department (Policies and Procedures)	Skills for Problem Solving, Achieve Global
Financial Analysis and Modeling, IBS	Working Through Emotions and Conflict, Achieve Global
Building a Sales Team, IBS	Coaching Other for Excellent Service, Optimal Solutions
Finance for Non-Financial, IBS	Service Quality and Signature Service, Optimal Solutions
Project Management, IBS	Time Management, IBS
Business Intelligence, IBS	Presentation Skills, IBS
Business of Modern Banking, IBS	Problem Solving Decision Making, IBS
Risk Management, IBS	Marketing Product and Services, IBS
CRM, IBS	The Role of a Team Leader, IBS
Emotional Intelligence, IBS	Creative Thinking and Innovation, IBS
Coaching for Results, IBS	Management Development and Communication, IBS

PROFESSIONAL EXPERIENCE

*National Bank of Kuwait***Operational Risk Manager – Group Risk Management (GRM)**

2023 - Present

- Supporting business units with risk and control assessments, periodic key risk monitoring, risk mitigation plans and reporting of operational risk incidents Management of sales exceptions.
- Supports and guides Business Units in identifying their inherent process risks and developing necessary controls to manage those risks Automation / Enhancement process.
- Supports the Senior Operational Risk Manager in challenging Business Units in the design of Key Risk Indicators (KRIs) in line with NBK's risk appetite in addition to validating reported results.
- Supports the Senior Operational Risk Manager in validating operational risk incidents following the identification of root causes and failed controls.
- Supports the Senior Operational Risk Manager by helping Business Units identify control weaknesses through risk and control assessments, key risk indicators and operational risk incidents with the aim of developing action plans to remedy those weaknesses.
- Supports the business and the Senior Operational Risk Manager in maintaining the IRM (integrated Risk Management solution) business processes, risks, controls, mitigation measures and historical losses at the local and Group level.
- Assists the Senior Operational Risk Manager in conducting reviews and evaluations of new/amended banking products, procedures and systems from an operational risk perspective.
- Support the business to monitor the breaches of the bank risk appetite and tolerance related to residual risk, validate the business proposed action plan to mitigate these Risks.

*National Bank of Kuwait***Performance Metrics Manager – Consumer Banking Group (CBG)**

2021 - 2023

- Adhoc Analysis and Studies
- Management of sales exceptions.
- Process and Campaign reporting and tracking the process within Monthly SLA and Quality output
- Automation / Enhancement process

*Kuwait International Bank***Performance Operation Manager**

2018 – 2021

- Automated the processes of the Operations Department through BPM, helping minimize errors.
- Implement project management practices, utilizing superior knowledge of BPM, SharePoint, and Auto Signature Verification, while coordinating with the IT department to increase efficiency.
- Analyze business processes and locate bottlenecks, providing efficient and prompt solutions.
- Monitor the system integration testing as well as manage User Acceptance testing.
- Keep the upper management updates on all operations weekly and review vendors' software requirement specifications.

Branch Manager

2017 – 2018

- Led a team of Retail Finance Officers towards meeting sales targets and seizing business opportunities.
- Assisted in creating business and budget plans, identified customers' needs, and provided solutions through KIB products and services.
- Maintained high-quality customer service: succeeded in maximizing client retention.
- Oversaw approved loan cases to ensure acceptable payments, escalating issues to the Branch Manager.
- Enhanced staff's performance through training sessions on systems and procedures.

Senior Retail Finance Officer

2008 – 2017

- Promoted to this position from Administrative Assistant, Customer Service Representative, and Retail Finance officer.
- Exceeded financial KPI targets, provided effective training, and achieved operational excellence.

*TransForm General Trading and Contracting Company***Deputy Director-General**

2003 – 2008

- Directed marketing and sales operations and planned management activities.
- Maintained optimal compliance with all policies and procedures.

AWARDS

Outstanding Employee Award Certificate, Mr. Loai Moqames, CEO of Kuwait International Bank	2011
"High Achievement" for exceeding targets and selling all kinds of bank products	2009/2010

ACADEMIC QUALIFICATIONS

Information Technology Diploma , <i>National institute, Kuwait</i>	2000
CBBM , <i>Institute of Banking Studies</i>	2017
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