

Aya Hammoud



Operations Manager and Compliance Officer
(+961) 70 600 921 aya.ahmad.hammoud@gmail.com. Beirut, Lebanon

Skills & Competencies

- Cooperative, team player, hard worker, discrete, and trustworthy
- Organized, responsible, able to meet deadlines and a quick learner
- Analytical and problem solving skills, coupled with decision-making ability
- Proficiency in Microsoft Office and Google Drive
- Languages: Arabic (mother tongue), French (professional), English (working experience)

Experience

Operations Manager and Compliance Officer (May 2015 - Present)

Banque Libano-Francaise

Control of Operations

- Performing operational risk management on every transaction to detect traces of fraud, errors, forgery, or robbery
- Reporting to and assisting the branch manager with day-to-day tasks and duties
- Solving client conflicts and escalating major issues to the upper management

Compliance Officer

- Proactively auditing processes, practices and documents and overseeing compliance of procedures with external laws and regulations
- Identifying potential risks related to money laundering and terrorism financing
- Issuing the branch's Anti-Money Laundering (AML) report every quarter and reporting suspicious transactions

Team Management

- Directing employees and guiding them to adhere to the bank's strategy and values
- Training employees to achieve their targets and assisting them to become more versatile
- Conducting weekly meetings to communicate over new information and procedures
- Conducting yearly assessments and recommending potential team members for promotions

Front Office Supervisor (June 2014 - April 2015)

Banque Libano-Francaise

- Control daily operations executed at the branch
- Report to and assist the operations manager and compliance officer in daily tasks and duties
- Delegating tasks appropriately and make sure all employees respect the procedures

Teller (July 2011 - May 2014)

Banque Libano-Francaise

- Execute daily cash and non-cash transactions

- Report to the Operations Manager and Front Office Supervisor

Certificates

2018 - Certified Anti-Money Laundering Specialist (CAMS)

Education

2013 - Master's Degree in Finance, Saint Joseph University

2011 - BA in Business and Management, Saint Joseph University