***ROULA HAYDAR AHMAD***

RAAHI BUILDING, TAYYOUNEH, BEIRUT, LEBANON

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* 14 years’ experience in Banking sector
* Strategic thinker with exceptional business performance and high ethical standards.
* Confident, articulate, and persuasive: able to communicate to customers the benefits of all kinds of services.

 ***Professional Experience***

world wide travel

\* Public relation and manager personal assistant

01-04-2016 current job

**Jammal Trust Bank S.A.L.**

* Assistance in launching the JTB Jbeil branch.
* Responsible for directing the use the client services at higher rates.
* Study and evaluate the branch market position.
* Develop yearly business plans and set budgets.
* Feasibility study.
* Supervise & Manage existing clients’ relations and explore new opportunities.

September 2012 – July 2015

**First National Bank S.A.L.**

Acting assistant Branch manager

* Directing, monitoring operations and coordinating section processes and staff members, to guarantee standard running conditions and optimum customer satisfaction.
* Checking and controlling the daily work flow of the above mentioned banking lines.
* Responsible to deal with new clients and new accounts every day.

February 2012 AML Officer- Compliance Officer (SIC user)

**MECG (Middle East Capital group) group of FNB (First National Bank S.A.L)**

* Planning and designing AML manual and procedures.
* Study and evaluate the KYC for financial institutions.
* Plan and supervise responsibilities of head of departments at AML committees
* Providing training to new employees for AML Training Sessions to Customer Service officers and Operations Officers.
* Scheduling minutes of meetings for AML committee.

September 2012 – Assistant Branch Manager

**Mizrahi Society S.A.L.**

* Plan and supervise responsibilities of accounting.

September 2001 – 2012

**Zsoft – Mega Computer Systems.**

November 1996 – 2000 – Accountant Officer

* Responsible for accounting department & accounting software training
* Close deals with key clients.

July 2000-2001 – Accountant Officer

\*TRAVEL & TOURISM course at Mira Institute at Hamra Branch.

***Training and workshops***

* The banking English Examination (BEE)
* The leadership training sessions.
* Anti-money laundering (effective study cases).
* The legal aspects for Banking operations.
* Anti- money Laundering for Financial Institution (MECG ).
* Lebanese Financial Regulations.

***Education & Certifications***

* Masters in communication of Enterprises “Lebanese University “- Fanar, expected date of graduation March 2016
* Bachelor in Publics Relations & Publicity” Lebanese University” – Fanar.
* High school: college des Soeurs des Saints coeurs – Jbeil.

***Other Skills***

Languages: Proficient in Arabic, French and English.

***Lifestyle & Hobbies***

Swimming, Reading and Jogging.