Curriculum Vitae

### Personal Information

* Surname HAROON
* First Name ABDULRAHMAN
* Date of Birth 21st July, 1980
* Sex Male
* Contact Address Fidelity Bank PLC

24 Katsina Road, Kofar Ruwa Kano.

* + Telephone No. 08032224213/08039633894
  + E-mail Address abdulrahmanharoon9@gmail.com

### Education

2019– Date **Bayero University Kano**

**School of Post Graduate Studies**

* Master in Islamic Banking & Finance (In view)

2014 – 2015  **Bayero University Kano**

**School of Post Graduate Studies**

* Master in Taxation and Revenue Administration

2010 – 2012  **Bayero University Kano**

**School of Post Graduate Studies**

* Master in Treasury Management

2006 – 2007  **Bayero University Kano**

**School of Post Graduate Studies**

* Post Graduate Diploma I Accounting And Finance

2000 – 2005  **Bayero University Kano**

* B.Sc. in Accounting

1995 – 2001

## WAEC WAEC 1997/2000

* West African Examination Council

### Professional Experience

* Institute of Chartered Banker (Student)
* Member of Institute of Treasury Management (2019)

**December 2019 to Date**

**Head Cash Management Unit (CMU) North West**

* **DUTIES & RESPONSIBILITIES:**

Monitor branch cash balances on a daily/ monthly basis and recommend transfer of funds as appropriate.

* Gather data on daily cash requirements; prepare related schedules for determination of daily cash position; Provide reports to Cash Manager.
* Review daily payment requests, both drafts and wire transfers, and prepare and initiate wire transfers.
* Liaison with internal departments originating payment requests and accounting department.
* Purchase or sell short-term investments to meet daily liquidity needs.
* Resolve problems as related to banking services, including bank system reporting and wire transfer payments and develop improved financial reporting for internal departments.
* Confirm receipt of funds to International Offices, Fiscal Agents and internal departments as needed.

Maintain daily cash spreadsheets

**December 2018 to 2019 Fidelity Bank Plc.**

**Transaction service head Dutse Branch (Operation Manager)**

* **DUTIES & RESPONSIBILITIES**
* Taking charge of branch and branch administration
* Supervising Customer Service with an excellence, superior service in mind
* Supervising Funds Transfer, Clearing section of the branch
* Supervising cash and Teller transactions
* Ensuring daily balancing of vault
* Daily Monitoring of the efficiency of ATM machine both within premises and off site
* Analyzing of branch expenses to soothe management expectation
* Daily cleansing and monitoring of branch general ledger
* Delivering superior service
* Sending various branch reports
* Rending of monthly proof
* Analyzing of branch balance sheets and monthly performance reviews
* Ensuring compliance with e-business goals of the bank where all accounts have a linked E-business product as allowed by regulation
* Cross selling of bank products to all Customers and ensuring that subordinates also do same
* Ensuring speedy resolution of e-business product errors to ensure Customer satisfaction and prevent dis-satisfaction
* Smooth FX transaction Processing on online banking
* Resolution of failed online transaction within same day
* Resolution of failed FX online transaction within same day

**2017 – 2018 Fidelity Bank PLC**

**Relief Duty (TSD Head) in the following branches**

* Bayero University Kano branch, Kofar Ruwa branch, Zoo Road Branch and Ibrahim Taiwo Branch
* **DUTIES & RESPONSIBILITIES**
* As the same above.

**2015 – 2018 Fidelity Bank PLC**

**Cash Officer and Head of ATM Custodian, Kofar Ruwa Branch**

* **DUTIES & RESPONSIBILITIES**
* Ensure operational service excellence and a operating environment free of fraud and irregularities
* Ensure prompt and effective resolution of customers complaints and concerns
* Ensure the branch keeps cash within the approved limit
* Detecting counterfeit foreign and local exchange currency within the system
* Directing integrity testing for operations staff; training them regularly to ensure they are well-informed.
* Reconciling ATMs; ensuring ATM custodians are correctly and efficiently trained.
* Providing of first level support on all ATM machine in the branch, both uptime and downtime status report.
* Daily reconciliation of branch ATM transactions on Finacle against position.

**2012 – 2015 Fidelity Bank PLC**

**Head of Customer Service (Bello Road Branch)**

* **DUTIES & RESPONSIBILITIES**
* Supervising the Handling of all debit and credit cards request from the branch.
* Providing of first level support on all ATM machine in the branch, both uptime and downtime status report.
* Providing of first level support of customer's enquiries on Electronic Channels.
* Logging of customer complains of Electronic channel dispute resolution to head office E banking Operations.
* Vendor management on branch operational issues that affect cardholder's transactions
* Reconciliation of branch stock of ATM card accounts
* Initiating and routing of E business charges request via service delivery.
* Processing Electronic password reset on behalf of customer.
* Processing of ATM card hot listings request from the customer for lost cards
* Taking delivering of all Cards requested by the branches from Head Office E-banking Operations.
* Processing customer card request and issuance of instance cards.
* Supervising Customer Service with an excellence, superior service in mind

**2011 - 2012: FIDELITY BANK PLC**

**Head Clearing&**

**Funds Transfer Officer**

* **DUTIES & RESPONSIBILITIES**
* Account opening
* Account maintenance
* Uploading & verifying mandate
* Cheque book issuance
* Atm transactions & Card Processing
* Proper Record keeping
* Posting of clearing cheques
* Booking & liquidation of fixed deposit
* Money transfer
* Money gram
* Issuance of draft, MC, banker’s payment
* Verifying all tellers transactions
* Cross selling of bank products to all Customers and ensuring that subordinates also do same
* Ensuring speedy resolution of e-business product errors to ensure Customer satisfaction and prevent dis-satisfaction
* Smooth FX transaction Processing.
* Boarding of customers on online banking
* Resolving challenges of customers on Online banking
* Creation and resolution of disputes on instant Banking
* Daily reconciliation of GLs as it pertains interbank settlement on ATM transactions

**INTEGRATED MFB**

**2007 – 2008**

**Auditor**

* **DUTIES & RESPONSIBILITIES**
* Ensures compliance with established internal control procedures by examining records, reports, operating practices and documentation.
* Verifying assets and liabilities by comparing audit tests and findings.
* Completes audit work papers by documenting audit tests and findings.

**KHADIJA NIGERIA LIMITED**

**2006 – 2007**

**Head of Finance & Administration**

* **DUTIES & RESPONSIBILITIES**
* Preparation of Staff Salaries
* Reconciliation of Company’s statement of Account.
* Monitoring of Company asset and Liabilities
* Taking charge of all Company administrative activities
* Analyzing of company balance sheets and monthly performance reviews

**Trainings:**

* + Entry Level training
  + Service Delivery Excellence
  + Improving Control Environment & Fraud Management
  + Fraud Detection and Prevention Programmed
  + Basic Banking Operation
  + Customer Service excellence
  + Automated Teller Machine and its functions
  + Money gram training
  + ATM training/mechanics
  + Online banking training
  + Instant Banking training and customer needs

### Referees

Available on request.