

# Omar Alissa

Compliance Officer | Head Teller | MBA



Over 14 years of banking experience in one of the biggest Lebanese Banking groups, including 10 years as a teller, head teller, and 4 years as a compliance officer. Proven track record of ensuring compliance with all applicable laws and regulations, including KYC, AML, CFT, and FATCA. Expertise in regulatory compliance, risk management, financial crime prevention, banking operations, cash management, and resolving customer issues. Strong leadership and team training skills

✉ o.alissa66@gmail.com

☎ +971 58 214 5573

📍 Dubai, UAE

🌐 [linkedin.com/in/oalissa](https://www.linkedin.com/in/oalissa)

## SKILLS

Banking Software and Systems

Microsoft Office Suite (Word, Excel, PowerPoint)

Internal Auditing

Accounting

Financial Analysis

Team Training and Leadership

Problem-Solving

Time Management

Attention to Detail and Precision

Ethical Judgment and Integrity

## WORK EXPERIENCE

### Compliance Officer

Fransabank SAL

02/2020 - 12/2023

*Achievements/Tasks*

- Monitoring compliance with laws, regulations, and internal policies
- Following and monitoring KYC, Risk Assessment, Due diligence frameworks and processes.
- Ensure any transaction alerts for anti-money laundering (AML), Counter Financing of Terrorism (CFT), fraud, and sanctions violations are reviewed and dealt with promptly.
- Filing appropriate compliance and Economic Substance reports and reporting Suspicious Transactions for regulatory bodies and internal management.
- Proficiently assisted in meeting Foreign Account Tax Compliance Act (FATCA) obligations.
- Review and update compliance and internal control procedures to align with regulatory guidelines.
- Conduct regular staff training sessions to ensure awareness of legal changes and compliance guidelines.

### Head Teller

Fransabank SAL

07/2015 - 02/2020

*Achievements/Tasks*

- Managed Cash Transactions with adherence to procedures.
- Controlled branch funds, ensuring cash accuracy at a 99.9% rate.
- Oversaw report generation for data analysis, leading to improved financial decision-making.
- Maintained ATM functionality and cash supply, minimizing downtime.
- Collaborated with the branch manager on strategic action plans to enhance operational efficiency.
- Maintain customer average waiting time at standard levels.
- Provide guidance to branch tellers to ensure adherence to bank policies and procedures, and deliver required training to new tellers.

## WORK EXPERIENCE

### **Bank Teller**

Fransabank SAL

12/2009 - 07/2015

#### *Achievements/Tasks*

- Efficiently provided timely and accurate teller services, managing cash, cheque, remittance, SWIFT and exchange transactions while upholding procedural and control standards.
- Regularly performed control routines and monitoring to ensure error-free transactions.
- Maintained the highest standards of compliance with information security policies and procedures, as well as bank secrecy.
- Take initiative to deliver satisfying customer service to each visiting customer by providing fast, accurate, efficient and courteous service.
- Actively contributed to unit sales by promoting products and generating customer referrals.

### **Customer Service Center Universal Representative**

MTN Group

07/2005 - 08/2009

#### *Achievements/Tasks*

- Received and accurately managed bill payments, ensuring timely and accurate customer billing.
- Engaged with customers to provide comprehensive information about MTN products and services, consistently striving to exceed customer expectations.
- Demonstrated exceptional skill in actively promoting company products and efficiently processing customer orders within the system.
- Collaborated closely with the accounting department to maintain accurate financial records and document all financial transactions with precision.
- Actively contributed to the setup and successful operation of a new contact center in Aleppo City, making significant contributions to its growth and success.

## EDUCATION

### **Master of Business Administration (MBA) in Financial Management**

Higher Institute of Business Administration (HIBA)

11/2019 - 11/2022

### **Bachelor of Banking and Finance**

Syrian Virtual University

11/2011 - 11/2016

## CERTIFICATES

ACAMS (09/2023 - Present)

Anti-Money Laundering Training (06/2023)

Intermediate Accounting (09/2021)

FATCA Requirements Training (08/2023)

Financial Analysis (12/2022)

Certified Internal Auditor Part 1 (09/2022)

## LANGUAGES

English

*Full Professional Proficiency*

Arabic

*Native or Bilingual Proficiency*