



AMIR MOHAMED DAOUD KOKO

Operations Team Leader

Abu Dhabi Islamic Bank – ADIB

PROFILE

Born in 1972 at Port Sudan - Sudan,
Studied all my School levels in Abu
Dhabi – UAE.

Graduated from Economics Faculty at
East Nile University in Sudan.

16 Years in banking industry at UAE -
Front office as CRO at Branches and
Back office as Operations Team
Leader at Operational departments.
Innovative – Staff Management –
Team work Member – Always Seeking
for Beyond the Achieved Task.
Married with 2 kids.

FUNCTIONS

- Banking Operations.
- Internal Control.
- Operational Risk.
- Compliance.
- Business Continuity Plan.
- Treasury Operations.
- Customer Service.
- Call Centre.

ACHIEVEMENTS

- Award of Recognition & Appreciation for Operational Continuity During Covid-19 – 2020
- Award of Recognition & Appreciation for Audit Satisfaction 2020.
- Service Quality Recognition for Scoring 100% in Mystery Shopping Surveys 2016 – HQ Branch.
- Staff Tremendous Achievement and Recognition (STAR) For Successful Completion of Audit 2015.

CERTIFICATES

- Introduction to Islamic Banking. In (EIBFS).
- Anti-Money Laundering (Advance). (ADIB).
- How to Lead Your Team to Success. (Banker's Academy).
- Risk Management in Banks. In (EIBFS).
- Credit Management. In (EIBFS).
- Emotional Intelligence. In (EIBFS).
- Bank Branch Management. (ADIB)

EDUCATION

East Nile University

Mar 1993 – Nov 1997

Pure Economics

WORK EXPERIENCE

Abu Dhabi Islamic Bank - Operations Team Leader

Sep 2019 – Feb 2021 – Digital Transformation Department

- Supervising & Controlling the offshore & Onshore Teams, insuring that the process is meeting SLA, within TAT and No Operational Loss.
- Supervising the Function of Callback Customers to provide the missing Required information or documents & replying the customers inquires or complaints with insuring the staff KPIs has been done in an excellent manar.
- Provide the Trainings to Enhance the staff potentials and meet the requirements.
- Checking and Approving the KPI.
- Created & sustained a dynamic environment that fosters development opportunities and motivates high performance among the team members
- Ensure that daily MIS is prepared and reported to Management
- Maintain proper time standards, good team spirit and service standards
- Undertake any additional assignments / projects entrusted by the line management and complete them as per requirement
- Ensure that RCSA is covering all the risks, controls are in place, KRIs are identified and Control testing is performed on quarterly basis.
- Observation of time and length and taking action as needed to capacities in discharging the duties
- Manage and recommend changes to workflow for better process, service and operational efficiency
- Resolve investigations and inquiries initiated by section to the specified service standards.
- Resolve complaints in timely manner.

Abu Dhabi Islamic Bank - Branch Relations Officer

Feb 2016 – Aug 2019 SKEC , ADIA Branch

- Shouldering responsibilities as Consumer Finance Consultant providing the customers with the variety of Islamic Financing products & solutions
- Supervising the Branch Teller Transactions, and Branch Operational Fund Transfer Process.
- Role as Custodian for the Bank Branch Vault.
- interfacing with ADIA & Shk. Khalifa Energy Complex clients for ensuring A quality delivery of bank services.
- Conducting training sessions for key partners on Financial Planning / Advisory, Keeping abreast with market trends from time-to-time
- acquiring new clients covering Individual & Corporate - Accounts with its collaterals Complied with the UAE CB Regularities
- Generating business for bank by providing healthy leads by pitching the customers to Use various products offered by the

