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CAREER SUMMARY

Results-driven professional with 7 years of experience in banking, risk management, operations, customer experience management, and project management. Seeking a position that leverages my skills and expertise in operations, risk compliance, and customer service management to achieve and maintain excellent customer relations, operational efficiency, and adherence to guidelines and procedures.

EDUCATION

Bachelor of Commerce (BCOM) - Marketing Option (Second Class Honors- Upper Division), University of Nairobi.

Masters in Business Administration (MBA) Strategic Management- In progress (University of Nairobi) Pending project approval

KEY SKILLS AND COMPETENCIES

1. **Compliance:** Proficient in implementing and adopting compliance requirements, adherence to bank policies, CBK guidelines, AML, and KYC policies.
2. **Customer Relationship Management:** Strong ability to manage client relationships, understand and meet customer needs, resolve customer complaints, and maintain strong relationships.
3. **Customer Service:** Expertise in providing courteous and efficient service, striving for maximum customer satisfaction.
4. **Risk Management:** Experienced in risk rating clients before onboarding to ensure acceptable risk levels for the bank.
5. **Project Management:** Successfully led a team of 12 people in project management.
6. **Technical Skills:** Proficient in Microsoft Office applications (Word, Excel, PowerPoint).
7. **Additional Skills:** Excellent planning, organization, presentation, communication, interpersonal, problem-solving, and supervisory skills. Detail-oriented, flexible, able to work under pressure with minimal supervision, strong team player, results-oriented, and high integrity.

WORK EXPERIENCE

Client Onboarding Officer

Standard Chartered Bank Limited || August 2016 – September 2021

- Ensured high-quality client service in collaboration with the frontline team.
- Resolved client complaints and queries.
- Reviewed personal loans and conducted customer callbacks for verification.
- Rated client risk before onboarding.
- Opened accounts for new and existing clients.
- Screened clients for AML, fraud, and sanctions.
- Reviewed and processed CASA, CCPL & Top-up applications.
- Performed sanctions screening and PEP checks.
- Prepared reports and completed other tasks assigned by line manager.

Customer Due Diligence/KYC Analyst

Standard Chartered Bank || April 2014 – July 2016

- Monitored risk concerns, performed risk assessments for existing customers, and reviewed adverse media news related to the bank's clients.
- Conducted risk and compliance assessments in accordance with bank policies and procedures.
- Led a team of 12, ensuring efficient collaboration with the Zambian team.
- Maintained project files in hard and soft copy formats.
- Risk-rated new clients to ensure acceptable risk levels for the bank.
- Assisted AML and Fraud teams in managing controls across multiple countries.
- Performed CDD and sanctions checks, ensuring regulatory compliance.
- Communicated unusual activities to the CDD advisor and country Head of Financial Crime and Compliance.
- Conducted quality assurance and periodic reviews.

Direct Sales Representative

First Community Bank || December 2013 – April 2015

- Acquired clients by selling bank products, including current and savings accounts, personal accounts, personal loans, and mobile banking.
- Opened accounts for new clients, providing personalized products and services.
- Cross-sold additional products to existing clients based on their needs.
- Conducted KYC and addressed customer needs.

- Handled customer complaints and queries, ensuring high levels of satisfaction.
- Participated in market activations and campaigns to promote the bank's products.

REFERENCES