

Afnan AL-Asmari

Email: afnan.alasmari@gmail.com | Phone: 0544333500

Date of Birth: Nov 6, 1988

LinkedIn Link: <https://www.linkedin.com/in/afnan-al-asmari>

Results-Oriented Operational Excellence Professional With 10 Years of Experience

Training & Development
Quality Assurance
Process Enhancement

Performance Management
Lean Six Sigma
Contract Management

Degrees: BSc, MIS, DAH (2011)
Languages: Arabic, English
Technologies: Project Manager & Microsoft Visio, HP Service Manager
HPSM

WORK EXPERIENCE

THE SAUDI NATIONAL BANK (SNB) – (Previously NCB)

Senior Officer (*Contracts Management Department*)

Mar 2020 – Mar 2022

Achievements

- **Achieved best auditing year in 2020** since the founding of the bank and received a special recognition from the CEO.
- **Created dashboard** for efficient data extraction leading to higher productivity.
- **Restructured the process of contract approval** to reach a paperless process through digitalization.
- Raised a project to activate digital signatures on contracts.

Job Responsibilities

- Reviewed all contracts related to the bank and ensured the implementation of purchasing policies and procedures.
- Reviewed and approved new suppliers and vendors before registration, and ensured all qualifications were met.
- Ensured that the bank was complying with the regulations of the central bank and followed up on any issuance of new central bank circulars and communicated them to the department.
- Coordinated with operational risks, internal audit, compliance and legal departments.

Senior Governance Officer (*Services Excellence Department*)

Mar 2018 - Mar 2020

- Acted as a focal point between the services excellence department and the risk and audit department, ensuring appropriate risk mitigation activities are performed.
- Monitored and controlled all internal audit findings related to Shared Services Group to ensure no overdue findings.
- Managed and monitored operational risk files (Key Risk Indicators, Risk Control Self Assessments and Incident Report & Loss events).

Achievements

- **Restructured the collection department**, created policies and procedure and conducted proper employee training which led to better performance, enhanced communication and environment.
- **Conducted proper end-to-end investigations** to formalize action plans and ensured full monitoring of progress and delivery.
- **Exceeded end of year ratings for Audit report** and conducted RCSA visits as per agreed plan with the manager.

Job Responsibilities

- Performed performance management, and met with head of divisions to track progress.
- Acted as Projects Support for projects such as OMD Enhancement project (Payment NextGen), by monitoring projects progress and implementation to adhere to target dates.
- Established quality model to be implemented for all OMD areas with regular visits to ensure that the processes are in place.
- Regulatory findings, closing all findings pertaining regulatory for (SAMA, Compliance, Audit, Operational Risks), Findings to be covered in terms of updates and target dates. Highlighting the High risk and any finding that will be overdue ahead of time on weekly basis.

Operations Support (*Operations Management Division*)**Apr 2013 - July 2016**

- Oversaw incident investigations, found out main causes and created prevention action plans to lower risks.
- Managed the relationship between Operations and Stakeholders (Internal/External).
- Supported Operations in all tasks and projects by aligning with external stakeholders, made sure of the existence of proper P&P and managed weekly meetings.
- Monitored all Payment / SIMAH and SAMA KPIs which presented in the monthly review by supporting the team in any drop and applied solutions.

MIS Specialist (*Service Management Department*)**Apr 2012 - Apr 2013**

- Met with IT teams and followed up on performance.
- Conducted system analysis.

Trainee (*IT Academy Program*)**Apr 2012 - Sept 2012**

- Trained on the bank system, processes and procedures.

**INGEUS & DELOITTE CO, IN ASSOCIATION WITH HAFIZ PROGRAM
Employment Advisor****Sept 2011 - Apr 2012**

- Conducted CV writing and mock interview sessions for hafiz applicants.
- Provided applicants the right tools for searching suitable vacancies based on their qualifications.

EDUCATION

Bachelor of Science, Management Information System
Dar Al-Hekma University, Jeddah, KSA**2011****➤ Certifications****ITIL Expert Certified (IT Service Management), NCB Training Center 2012**