

Ahmed

ABDULLAHI

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AREAS OF EXPERTISE

Banking Products / Personal Lending Products / Term Investment Products / Direct Banking, Personal & Commercial Investment & Retirement Planning / Business Banking Products / Mutual Fund Products / Direct Brokerage, Investor Line / Full service Brokerage, Nesbitt Burns

- Strong presentation, negotiation, and sales closing skills. Utilize verbal communication and listening abilities to identify client needs and/or problems; superior grasp of product knowledge.
- Assimilation of company goals/objectives involving the analysis and administration of operational procedures, budgets, and future projections.
- Provide quality work standards and a high level of customer service.
- Expert level computer skills.
- Languages: English, Arabic, Italian.

EDUCATION

- **Management Training: Institute of Financial Learning**
- **ALD Lending Specialist**
- **Mutual Fund License**
- **Diplomas: Business Administration Marketing & Information Systems International Trade-post Graduate, Algonquin College, Ottawa. ON**
- **Bachelor of Science, Economics: University of Mogadishu**

CAREER PROFILE

Branch Manager

BANK OF MONTREAL, Calgary, Alberta
2006 – present

Branch Manager, 2007 – present

- Set appropriate context and establish prescribed limits for employees, including setting an effective framework of policies and procedures.
- Optimize key financial measures developing a 3-6 months sales plan and manage implementation.
- Create proactive sales and service environment to maximize employee sales productivity and customer service effectiveness.
- Facilitate coaching and training to build a team capable of delivering the sales service performance; apply performance management system, including establishing goals and objectives; assess personal effectiveness and recommend base and variable pay.
- Implement a consistent sales management process reviewing and monitoring sales and service performance against plan and standards to identify gaps, issues and best practices.
- Collaborate cross-functionally with other financial groups and specialist to optimize marketplace opportunities, maximize overall area growth and profitability.
- Manage operations risk and minimize losses through audit, monitoring and control reports.

- Accountable for collateral security, governance and compliance, risk management and the maintenance of internal/external control standards.
- Liable for effectively employing managerial and cross-functional accountabilities and authorities.

Financial Services Manager, 2006 - 2007

- Identify banking requirements and apply professional sales and service practices; generate sales initiatives applying sales and services practices and techniques to close mortgage, loan, daily banking, and other investment business with existing customer and prospects; provide after sales support.
- Connect all customers to the BMO network by introducing alternate banking channels.
- Retain existing business by meeting specific customer needs; resolve service related issues and take the opportunity to identify further sales.
- Provide on-the-job assistance to other Sales Associates.
- Participate in community events to foster positive image of the Bank, and to further promote Bank products and services.
- Protect the Bank's assets and maintain the quality of lending practices by adhering to all investment and lending regulations, Policies & Procedures, legal and ethical requirements, process requirements, and risk guidelines.

CONSULTING CONTRACTS

Business Centre Coordinator: Calgary Chamber of Commerce, Calgary, Alberta 2004-2005

- Managed daily activities at the business centre in a virtual office environment supporting document certifications, accounting department, facilities and events.

Manager - IT Business Development Ivory Consulting, Southfield, Michigan 2002 – 2004

- Provided leadership and consulting services delineating managerial procedures, strategic

business planning, market penetration and profitable financial management.

Senior IT Business Development Consultant The Traverse Group, Ann Arbor, Michigan 2000 – 2003

- Managed central IT areas supporting over 150 Unix users running NT workstation and Windows 95 NT 4.0 server, local and remote.
- Implemented network for the Detroit Board of Education consisting of 70 school locations.

Technical Support Manager

Bank One, Columbus, 1997 – 2000

- Supported network of NT 4.0 serving for over 80 users.

Director of Logistics

Imaging Dynamics Corporation, Calgary, AB 1993 – 1996

- Demonstrated leadership in directing logistics of entire transportation, ground equipment and vehicles.
- Trained a staff of 2,000 in distribution and prevention loss/shrinkage.
- Saved \$300,00 by eliminating the need for temporary labor by developing a seasonal staffing program.