



Ahmed Idris, Fraud Analysis

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SUMMARY

Dynamic professional with extensive experience in risk management and fraud prevention, currently serving as a Contact Center Agent at Ahli Bank. Adept in overseeing credit card transactions and resolving disputes in compliance with regulations. Successfully managed daily reconciliation processes, contributing to operational excellence. Proven track record of enhancing customer satisfaction and maintaining stringent compliance standards. Eager to leverage analytical skills and compliance expertise to drive value as an Issuing Card Risk Manager.

WORK EXPERIENCE

10/2024 – Present	Contact Center Agent, Ahli Bank	Doha, Qatar
	<ul style="list-style-type: none">Managed inbound and outbound calls concerning accounts, loans, and credit cards, prioritising accuracy and service excellence.Oversaw and authenticated credit card transactions, resolving disputes in accordance with QCB regulations and internal controls.Facilitated daily reconciliation and transaction tracking, ensuring alignment with WBB standards and SOPs.Collaborated with cash management teams on fund reporting and fraud prevention initiatives.Ensured adherence to all operational protocols related to environmental, health, and safety policies.	
11/2018 – 05/2019	Teller, Animal Resources Bank	Khartoum, Sudan
	<ul style="list-style-type: none">Executed daily deposits while ensuring strict compliance with WBB standards in cash handling practices.Prepared and reconciled General Cashier reports on a daily basis, assuring fund accuracy and accountability.Oversaw petty cash management, administering disbursements and maintaining rigorous audit records.Conducted spot checks and audits on cashier floats to preserve financial integrity.Facilitated secure and efficient processing of withdrawals, deposits, and fund transfers.	
01/2023 – 04/2023	Call Center Agent, Vodafone	Cairo, Egypt
	<ul style="list-style-type: none">Provided customer support for billing, account activation, and mobile payments, ensuring compliance with privacy regulations.Achieved commendable KPI performance in customer satisfaction metrics and resolution accuracy.	
03/2021 – 11/2022	Telesales Representative, Symbios	Cairo, Egypt
	<ul style="list-style-type: none">Marketed financial and software solutions to clients, consistently achieving sales targets and enhancing retention rates.	
02/2020 – 04/2021	Inventory Clerk, Marketchino	Cairo, Egypt

- Supervised stock control through ERP systems and facilitated audit processes to guarantee data accuracy.

02/2014 – 07/2017

Cashier, Supermarket

Khartoum, Sudan

- Processed transactions efficiently, balanced daily cash, and delivered exemplary customer service.

EDUCATION

05/2014 – 10/2018

Sudan Academy for Banking and Financial Studies
Bachelor's Degree, Banking and Financial Systems

Bahri, Sudan

SKILLS

Banking Operations

Compliance

Cash Reconciliation

Cashier Reporting

Fraud Detection

Risk Mitigation

Operational Auditing

Fund Control

SQL *Plus

ERP Systems

Electronic Banking Platforms

Microsoft Word

Excel

PowerPoint

Access

CRM

Data Entry Accuracy

Risk Management

Fraud Detection Tools

Customer Relationship Management

Bachelor's Degree

Corrective Actions

Time Management

LANGUAGES

Arabic (Native)

English (Excellent)

French (Reading proficiency)

CERTIFICATES

Elements of Banking

Banking Operations

Marketing of Banking Services

Microfinance

Forex Trading