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## Haitham Al-Daja

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### Professional Brief:

Over 22 years of extensive banking experience in leading position with distinguished multinational reputable banks with successful and constant professional record. Established a strategic role for the Banking Operations and Shared Services Center through contributing and facilitating; operational excellence and transforming the department into strategic business partner at the organizational level. Decision maker, with the ability to motivate, influence others and people development, business acumen, problem solving and high analytical skills. Effectively participated in transforming major operations into optimized and profitable processes.

### Profile Snapshots

#### Core Competencies

- Strategic planning, expert in directing diverse activities such as project management, planning, Risk Management, HR planning, compliance with success
- Management & Planning
- Visionary with high ability to transform business operations and processes into service excellence
- Technical Support
- partner with full commitment to help the team in achieving organization overall strategy and departmental goals and objectives.
- Highly motivated, positive, committed and goal-oriented, with a high level of flexibility and resourcefulness.
- Team Management
- Dependable and reliable in supporting and enabling team effort to produce genuine long-term sustainable development

### Career Summary

Jul 2021 till present      Head office/Retail Operations Capital Bank.

### **Salaries & Financial Transactions Manager**

- Follow company processes, controls and policies
- Create and take action on month-end accounts payable reports
- Receive invoices, perform necessary validations and execute transactions with timeliness
- Resolve issues, serve as a resource in troubleshooting complex matters and insure that problems are responded to in a timely manner
- Aid in handling documents
- Demonstrate leadership skills and develop new employees
- Provide excellent customer service to all stakeholders, including vendors, facilities and colleagues
- Ensure Bank policies, processes, and procedures are clearly defined, updated and documented

### **Major Achievement**

- Spearheaded the Capital Audi acquisition project
- Directed Audi Bank system migration to integrate with the Capital Bank core banking system
- Successfully directed the acquisition documentation process. (Shared Services Functions)

Mar 2021 – Jul 2021

Head office/Retail Operations Capital Bank.

### **ECC Manager**

- Manages the check processing function of a bank. Supervises check processing staff and ensures correct posting of transactions including check cashing, deposits, and loan payments.
- Responsible for documenting bounced and fraudulent checks and notifying the proper authorities.
- Reports to a top management.
- Manages through subordinate managers and professionals in larger groups of moderate complexity.
- Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget.
- Resolving escalated issues arising from operations and requiring coordination with other departments

Feb 2017 – Mar 2021

Head office/Operations Bank Audi Sal.

### **Head of Checks Unit/ Operation Department**

- Prepare and update checks unit processes and work flows.
- Check the daily PDCs ACL reports and distribute the work on checks unit staff.

- Follow up with other departments / branches on anything related to checks unit processes.
- Control the daily inventory of checks stock and reconciling the balance before and after printing.
- Approve all PDC outward checks on ECC and follow up any approvals needed from branches or corporate department for inward clearing.
- Check / control the daily new signatures entered on the Sigcap, approvals of the cheque books requests, the daily cheques clearing and the returned cheques.
- Support and solve any mistakes and problems related to checks operations occurring at the branch level.
- Update blacklist information through communication with CBJ for all returned checks and the settlement of the returned checks.
- Test any new systems amendments / upgrades related to the ECC system.

#### **Major achievement**

- Proactively participated in the development of Bank's strategies, policies and procedures.
- Directed and cosponsored the development of the Bank's entire service delivery channels including branches, digital banking, eChannels alternated channels ...etc.
- Directed all front office operations and support structure, contributed in staff selection and recruitment, staff development.
- Contributed and directed Bank's business continuity plan.
- Successfully directed bank's banking systems implementations and upgrading projects.

Aug 2013- Feb 2017

Branches Management Bank Audi Sal.

#### **Senior Branches Network support**

- Supervising the activity of Branch Network management dept.
- Coordinate between branches and head office departments concerning errors in execution of operations and solving problems.
- Respond to the branches requests and needs concerning the system applications.
- Deal with unpredictable situations affecting branches operations.
- Perform cash management for all branches.
- Supervise the department workflow.
- Responsible as a trainer for new recruited employees training.
- Granted (A) signature on behalf of the bank.

Dec 2004–July 2013

Branches Bank Audi Sal.

#### **Counter Controller / Section Head**

- Perform cash management on branch level.
- Control the daily work for the branch tellers.
- Print, check and send to the H.O the daily reports.
- Granted (B) signature on behalf of the bank.

Aug. 1999 –Dec 2004      Main Branch    Bank of Jordan.

### **Comprehensive Teller**

- Perform all the daily transactions in the branch.
- Execute wire transfers on swift.
- Check the daily transactions report with the Counter Controller.
- Scan daily work vouchers on the archiving system.

### **Trainings / Seminars**

International Banking with Many courses in banking industry, mainly (CBM EXAM) certified from American Banks Association as Certified Branch Manager as of October 17, 2009, & certified Training Of Trainers (TOT) course as of November 2017.

- Letter Of Credit.
- Applications On Foreign Currencies Controls
- Checks & Foreign Transfers.
- Treasury Operations.
- Options, Derivatives
- Advanced Letter of Credit.
- Legibility of Checks.
- Swift. (Basics, System Operations, Payments, Statements and Cash Management).
- Compliance, AML
- Risk Management
- Advanced HR skills
- Advanced negotiation skills
- Cyber security.
- Microsoft Office

### **Education**

#### **2021 MBA degree    Yarmouk & Zarqa University**

Master's degree in MBA with a high distinction recognition GPA. 91%

MBA Thesis titled (The Impact of Human Resource Re-Engineering on Organizational Performance in Jordanian Commercial Banks)

#### **1994–1998      Yarmouk University                      Irbid, Jordan**

B.A., Economics. Average (Good).

#### **1993-1994    Tawfeeq Abu-Alhuda. School                      Amman, Jordan**

Jordanian Tawjihi. Literature stream. Average 77.3%

### **Personal Details**

- Date of Birth: 2<sup>nd</sup> Oct 1975
- Nationality: Jordanian
- Marital Status: Married with 3 Kids.