



CONTACT



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Al buhaira
Sharjah - UAE

EDUCATION

B.COM

Bachelor of Commerce, Global
Education Centre, Ajman

Secondary Education

Pakistani Islamic Secondary School,
Ajman

SKILLS

Leader Ship



Communication



Personal Traits



Faiza Asim

CAREER OUTLINE

Senior Customer Service professional with 9 years' experience in Business Banking. Exposure to many departments and a general understanding of the contributions of each.

EXPERIENCE

14 Oct 2020 - 31 Dec 2020

Mashreq Bank

- Corporate Relationship Officer

13 Oct 2014 - 29 nov 2018

Mashreq Bank

- Support Team Officer
- Branch SME & GOLD - customer service officer .

24 may 2013 - 28 sep 2014

Emirates NBD

- Learning & Development
- Complaint officer (Call center)

10 sep 2010 - 20 Dec 2012

DU

- LCM
- Collections (Call center)

EMPLOYMENT HISTORY

Oct 2020 - Dec 2020 Mashreq Bank (External Temporary contract)

Corporate Relationship Officer - CIBG KYC Operations

Responsibilities

- Review documents for Kyc analysis , verifying legal documents , key parties & defining company structure
- Analyzing transaction profile, market research, trends & observe clients behavior.
- Classification of High Risk profiles
- Resolving Compliance queries
- Coordination between Relationship Manager & Cleint
- Effectively handling escalations on kyc maintenance issue b/w corp-ops and Cibg.
- Attending meeting with cibg to discuss kyc related matters like Tat, problematic accts, pending cases.
- Analyzing daily mis to track various drivers of quality and timelines to take appropriate action

2014 – 2018 Mashreq Bank

Support Team Manager Business Banking Dedicated SME (2018)

Responsibilities

- Handling staff exception cases.
- Supporting branch staff by expediting approvals for KYC cases.
- Supporting branch staff for resolution of customer complaints as 'Quick Kills'.

Customer Service Officer – Business Banking Dedicated SME & GOLD (2014 – 2018)

Responsibilities

- Optimize the potential value of the client base through the delivery of Mashreq Gold Products& services.
- Maintain client credit files including updated information.
- Assist the Mashreq Gold, Private banking, SME relationship management team in maintaining and developing both existing and prospective clients.
- Provide support and services to all the walk-in private banking, Mashreq Gold, SME & CIBG customers as per SLA.
- Identify potential cross-sell opportunities from existing portfolio and assist the relationship management team in closure.
- Liaise regularly with various departments (e.g. CPC, FTC, OPS, Compliance, Credit Opc, etc).
- Process request / enquiries pertaining to cheque clearing, other transactions and/or documentation.
- Adhere to all bank policies with regard to KYC/AML.
- Update line manager on daily business activities.
- Update all customers' interactions on CRM.
- Resolve all customers' complaints as "Quick Kills"

COMPUTER SKILLS

- Well versed with Word Processors
- Select System
- Oracle CRM

OTHER INTERESTS



Drawing



Event organizer



Photography



Traveling



Volunteer work

PERSONAL DETAILS

- Driving License: Dubai
- DOB: 19th November 1991

2013 – 2014 Emirates NBD

Complaint Unit Officer

Responsibilities

- Handling escalations.
- Worked as Coordinator, operations back office customer service.
- Handled daily operations of portfolio accounts, daily exception reports.
- Managed the backup to ensure maximum productivity and assistance.
- Attending and making positive contribution to team meetings and other meetings as required.
- Giving hybrid training to new staff for our products and services.

2010 – 2012 DU

LCM - Outbound call center

Responsibilities

- supported managers to integrate new accounts strategies in order to develop new sales pipelines.
- Making outbound calls selling new products & latest service's (Cross sell / Up sell)
- Prepare daily / weekly reports to discuss with our progress & customers feedback's
- Monthly trainings of products & quality service.

Collections

Responsibilities

- Analyze & assess customers repayment problem & propose solutions to achieve assigned collections target
- Coordinate internally with different departments to ensure proper follow up on classified customers
- Ensure adequate use of MIS reports to assist in deduction of the past due positions
- Provide high quality service to internal & external customers to achieve customers satisfaction.

A W A R D S

- 🏆 Certificate of appreciation 2014 (Emirates nbd)
- 🏆 Certificate for top performance 2016 (Mashreq bank)
- 🏆 Certificate for top performance in SME KYC UPDATE 2018 (Mashreq bank)