

Hina Naz Motiwala

ADMINISTRATIVE, OPERATION,
CUSTOMER SERVICE EXECUTIVE
AND CLIENT RELATIONSHIP OFFICER



Career Summary

EMIRATES ISLAMIC BANK

SME and Business Banking Department | Dec 2015 - June 2020

Customer Service Executive and Clients Relationship
officer for Business accounts

MASAFI LLC

Assistant Team Leader | April 2012 - Oct 2015

Customer Service and Assistant Team Leader

BARCLAYS BANK

Contact Point Verification | March 2008 - April 2010
Recovery & Legal Department | March 2011 - April 2012

HASSAN SALMAN NASSER GENERAL TRADING L.L.C

Administration & Accounts assistance
| Feb 2005 - March 2008

TEMPORARY JOBS / TRAINEE / VOLUNTARY

- Trainee' with Emirates Bank International | July & Aug 2003
- Receptionist in a Private Office- 4 months
- Voluntary Jobs (outreach programs for needy & environmental programs)

AWARDS & CITATIONS

- Was promoted within 1 year of joining (2016)
- GEMS Award in SERVICE EXCELLENCE (2016)
- Certified Associate Program (2018)
- Banking Branch Management Certificate (2018)
- Organizing TEAM Building events

Languages Known

English ★★☆☆ Urdu ★★☆☆ Arabic ★★☆☆

Professional Profile

Devoted professional with over 16 years of outstanding performance in handling multi-national clients. Earned three promotions and excelled as a leader with proven records in various departments.

About Me

DOB : 28/06/1985

Nationality : Pakistani

Valid Driving Licence

Staying in UAE for more than 32 years now

How to reach me:

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<https://my.indeed.com/p/hinam-d2balth>

Softwares

- Finacle
- Ms Words
- Outlook Express,
- CRM
- Ms Excel
- Power point
- ContaQ,

Educational Training

- B.B.A - Business & Marketing - American Liberty University , Dubai, U.A.E. (2006-2009)
- A-Levels - Board of Intermediate & Advance level Arab Unity School, Dubai, U.A.E. (2003-2004)

Career history in Detail

EMIRATES ISLAMIC BANK

CUSTOMER EXCELLENCE/CLIENT RELATIONSHIP OFFICER

- Opening and Managing Company account as a Relationship Manager and assisting them with the best possible solutions in order to meet their company requirements.
- Customer Experience & Complaints resolving counter
- Preparing Letters & Bank Certificates
- Explaining & Taking proper Approvals required to complete the customer requests. Referring to Legal department if required to obtain legal opinion.

MASAFI LLC

ASSISTANT TEAM LEADER FOR CUSTOMER SERVICE

- Apply basic concepts, practices & procedures of handling client's complaints while meeting quality standards for customer services. Refer unresolved grievances to concerned department for further investigation. And later follow-up with customer whether or not, the query is resolved.
- Typed documents such as correspondence, drafts, memos, and emails, and prepared 3 reports weekly for management
- Opened, sorted, and distributed incoming messages and correspondence

BARCLAYS BANK

CPV OFFICER + RECOVERIES & LEGAL DEPARTMENT EXECUTIVE

- Review customers profile and introduce the most effective collections actions. Negotiate payments schedule that will ensure maximum profitability and minimum risk exposure to the Bank
- Follow up with customers with overdue payments via various communications mechanisms
- Provide administrative work related to collection such as updating delinquent account history, update change of customers' data, accepting payment instruction, adjustment to payments appointment, reversing incorrect charges, sending duplicate statements/letters, collation of MIS data etc.

HASSAN SALMAN NASSER GENERAL TRADING L.L.C

ADMINISTRATIVE & ACC ASSISTANT

- Scheduled and coordinated meetings, appointments, and travel arrangements for managers/CEO
- Trained 2 administrative assistants during a period of company expansion, ensuring that they pay explicit attention to company policies and minute details
- Developed new filing and organizational practices, saving on company time & resources
- Deal with bank transactions like preparing Telegraphic Transfers& E-mailing the Advice of the same to appropriate Suppliers as soon as it arrives from the Bank.
- Trade Documentation: Opening L/C, Follow up with the bank.
- Follow ups with overseas buyers / Suppliers for the payments and the status of Shipments and relevant documents via E-mail & Telephone etc.

Personal Interests

Travelling
Cooking
Organizing events
Interior Decoration

References :

Will be provided upon request