



ANAM ARSHAD

DATA PROCESSING
SPECIALIST

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Flat # 502, 5th Floor, Al Murjan
Towers, Al Wahda Road, Sharjah,
UAE, Sharjah, United Arab Emirates

Birth Date
2nd May 1991

Nationality
Pakistani

Driving License
Valid UAE Driving License

SKILLS

Hard Working & Multi Tasking

Time Management & Team Work

Collaboration & Conflict Resolution

MS Office (Word, Excel & PowerPoint)

LANGUAGES

English

Urdu

Hindi

PROFILE

Seeking a position in a well-established organization where I can utilize my knowledge and management skills to build a successful career and to make a positive contribution to the organization. The experience which I have gained at this level gives me the confidence to work and meets the expectations of the organization.

EDUCATION

Master of Business Administration (MBA), SZABIST (Dubai Campus)

Dubai | 2013 - 2015

Specialization in Human Resource and Management (HRM)

Bachelor of Business Administration (BBA), SZABIST (Dubai Campus)

Dubai | 2009 - 2013

Specialization in Human Resource and Management (HRM)

HSSC Intermediate Certificate, Pakistan Education Academy

Dubai | 2007 - 2009

Specialization in I.Com (Commerce)

SSC Matriculation Certificate, Pakistan Education Academy

Dubai | 2005 - 2007

Specialization in Computer Science

EMPLOYMENT HISTORY

Data Processing Specialist, Tanfeeth (EmiratesNBD Bank)

Dubai | 2020 - 2021

Responsibilities:

- Assist in supervising for reporting activities, work allocation and approving customer's request on daily basis received by BPM/CRM Channels as a targeted job.
- Identify and verify KYC documents and customer statistic data.
- Independently execute all responsibilities and activities of the role for the most complex tasks.
- Preparing MIS Reports on daily basis and sharing with the

management.

- Implementing and executing action plans of Souwti and being part of it from Feb 2020 till Dec 2021.

Senior Processor Associate, Tanfeeth (EmiratesNBD Bank)

Dubai | 2018 – 2020

Responsibilities:

- Managing and processing all types of Account Maintenance Activities.
- Monitoring Blacklist, fraud cases, Corporate and Business Banking Cases as well as keeping a strong check on Priority Accounts and Staff cases.
- Also maintaining confidentiality of information being dealt with, completion of all required task within provided deadlines.
- Handling emails with determination and resolving daily basis issues and solving urgent queries and receiving appreciations.
- Proposing different ideas to improve the system and process as and when required helping other units within the department.
- Implement and complete work/project assigned by managers.

Junior Processor Associate, Tanfeeth (EmiratesNBD Bank)

Dubai | 2015 – 2018

Responsibilities:

- Monitor all transactions and ensure quality regulations and maintain effective relationships with the clients.
- Ensure optimal level of customer services and collaborate for all type of account maintenance received requests.
- Maintain knowledge on all technical information and resolve all issues in transactions and perform correction where required.
- Manage everyday work activities and informed supervisor appropriately.
- Documents all transactions on everyday basis and prepare appropriate reports.
- Ensure and maintain effective professional relationship with staff.
- Preparing and dispatching Letters (Capital Letters/Audit Confirmation/Balance of Certificates & Reference Letters) and generating Daily/Monthly Standing Orders and Account Opening Reports.
- Carrying out customers statement requests, cheque book orders, Debit Card Inquiries, address and account name change, Joint Account requests, dealing with Staff Interest cases and Account cancellation.

ACCOMPLISHMENTS

- I got promoted as a Permanent staff within 6 months from my joining time period (Dec 2015).
- I also got promoted as a Senior Processor within a span of next 2 and a half year (August 2018).
- I was also a member of Souwti Champions Group from Jan 2020 till Dec 2021 (An employee engagement program where colleagues all over the department reach out to you for their queries and concerns).
- I have also been nominated for next promotion as Accounts Supervisor (Feb 2020) & got selected in August 2020

INTERNSHIP

Proposal Trainee (Al Futtaim Carillion)

Dubai | 2012 – 2012

Responsibilities:

- To view the proposals, arrange the documents and to analyze the data of Health Environmental and Safety (HES)
- To review the Annual Financial Reports and updating the data of employees who worked for the proposal project
- Trained on accessing the data of Quality Control and Quality Assurance

TECHNICAL EXPERTISE

Knowledge of below Software's based on experience which includes:

- IBM-BPM
- Finacle 10x & 11x (Advanced)
- Cognos (Audit Letters)
- Track soft / Smart Business
- Docsafe / Siebel CRM

PERSONAL INFORMATION

Father's Name: Arshad Mahmood

Passport No: AN1914413

Passport Validity: 26th Feb 2026