

Amreen Ashiq

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OBJECTIVE

"I want to work in a dynamic company where I can use my experience and education to help the company meet and surpass its goals"

EDUCATION

Particulars	Institute	Year
Certification Courses (Supply Chain)	Institute Of Business Management (IOBM)	2016
	• ERP system design & Implementation	
	• Transportation Techniques & Management	
	• Storage and Warehouse Techniques	
	• Procurement and Inventory Management	
MBA in Advertising (Brand) & Media Management	Institute Of Business Management (IOBM)	2015
BBA (Hons) in Textile Management and Marketing	Textile Institute of Pakistan (TIP)	2012

EMPLOYMENT HISTORY

KYC Remediation Officer - First Abu Dhabi Bank (29th May 2019– 31st July 2020)

Key Responsibilities:

- Complete accurate KYC profiles for new / existing customers using internal KYC systems.
- Research and validate entity data using appropriate internal and external data sources. Entity data include legal name verification, address, nature of business, nationality and ownership.
- Comprehensively going through legal documents in order to reach UBO (Ultimate Business Owners) of the company
- Review false positive matches on individuals and/or entities from our internal filtering system to ensure efficiency of the screening process
- Investigate and assess files for potential money laundering/sanctions risks to the Bank
- Ensure timely identification, efficient reporting of suspicious activity to AML Compliance
- Perform quality reviews and complete procedures and processes.
- Segregating business in category of high, medium and low risks by performing risk rating through efficient method
- Participating in ad-hoc projects and initiatives as and when required.
- Record keeping of all the merchant's confidential data and providing transactional support to the business lines
- Closely monitoring bank statements and yearly turnover of the business to ensure profits at the same time keeping an eye to AML procedures
- Working as a first line of defense to make sure all the documents are in lined with the regulations and procedures.
- Responsible for building a bridge between merchants and compliance in order to sort out any objections and reservations
- Checking customer hold payments or block accounts due to incomplete documents and resolving issue accordingly
- Using First Data Vision, Document Management system, T24 for cross checking customer's background
- Using Norkom and CRAM for screening and risk rating the merchants
- Perform Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) as part of the KYC/AML program involving research, analysis, reviews and verification of periodic files
- Manage and mitigate the risk of being involved in money laundering, financing terrorism or other illegal activities
- Ensure workflow priorities are met on a daily basis and answering merchant's call as and when required
- Making daily reports on excel to evaluate if KYC daily targets are met and update line manager and central bank accordingly
- Lead the team of 5 subordinates to complete the project before deadline
- Making weekly reports to demonstrate the performance of the project
- Supporting line manager with daily operations and other projects as and when needed

Property Coordinator- Gravity Real Estate, Abu Dhabi (25th Dec 2018 – April 28th 2019)

Key Responsibilities:

- Preparing and planning the publication of property ads to maximize brand promotion
- Contributing to the annual sales and marketing plan
- Analyze property feature that appeal to customers and prepare content for the publication accordingly
- Evaluating the effectiveness of all marketing activity
- Conduct market research to identify opportunities for promotion and growth
- Collaborate with managers in preparing budgets and monitoring expenses used in managing portals.
- Consistently in touch with call center team to advertise latest and lowest possible property ads.
- Providing ways to generate maximum possible leads from all the existing portals
- Update and maintain data base of the properties on daily basis.
- Coordinating with call center team and agents for the timely response to the clients
- Scheduling meetings with portal managers to discuss challenges faced during the year and exchange views concerning current & future markets.
- Handling requests, feedback and queries quickly and professionally.

Keying Executive , Fast Rent A Car- Emirates National Group Abu Dhabi (10th Oct 2018 – 20th December 2018)

Key Responsibilities

- Insert customer and account data from source documents within the time limits
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Research and obtain further information for incomplete documents
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations at the same time perform backup operations
- Scan documents and print files when needed
- Keep information confidential
- Respond to queries for information and access relevant files
- Comply with data integrity and security policies
- Supporting management to observe and report expenses in order to lower down the costs

E-Claims Processor, Daman-National Health Insurance Abu Dhabi (4th Oct 2017– 29th March 2018)

Key Responsibilities

- Ensuring data entry of correct diagnosis and procedures codes as stated on the claims according to accepted medical rules and guidelines.
- Perform different functions of claims operation unit according to expected daily target, quality and other key performance indicators.
- Ensuring accurate entry of procedure values, co- payment collected by the provider and claimed amount as per submitted invoices.
- Adjust and process recovery claims in Mednext system
- Regularly providing observations to providers in order to improve the quality of claims.
- Report inappropriate submissions of the providers to supervisors.
- Auditing and identifying all the errors to supervisors for the processed claims and distributing them for corrections.
- Process and validate e-claims batches that failed to be automatically processed by the system due to incorrect entry of information by the provider and / or system malfunction.
- Validating e-claims for discrepancies like eligibility criteria, expiration issues, using prior date of services and many more.
- Handling rejection of eligibility cases like delayed submission or duplicate submission from providers.
- Communicate clearly and effectively with the team members and superiors.
- Assist the coordinator in auditing the received claims in order to ensure that all claims received are available in Documentum/Mednext system.
- Supporting finance in reporting these batches received from providers.

Marketing Executive, International Textile Limited (17th Feb 2014 – 20th January 2017)

Key Responsibilities

- Promoting ITL as brand by assuring utmost quality and smooth work flow
- Minimizing lead time of response to customer issues.
- Procuring all the raw materials ahead of time in order to serve customers with best possible delivery dates
- Working on different grounds to provide improved quality of information to customers and simultaneously working to improve business processes at all levels

- Making timely shipments for the orders received by planning all the intricacies a head of time and making sales orders in SAP for further proceedings
 - Conducting Pre-Production meetings for new orders
 - Forecasting future outflow required and increasing customer portfolio with new developments and innovation in products.
 - Allocating capacity for every customer at factory, making sure to assign in a way that cash cow gets added benefit.
 - Retaining existing customer by excelling in products we export, simultaneously reviewing our core competencies and working on them for expansion.
 - Analyzing and investigating price, demand and competition
 - To check the quality while running in production and guide them to control the issues
 - Following all the sampling and queries in to be done in the given lead time
 - Providing Assistance in third party audit to Quality Control team
 - Looking opportunities for promotion through exhibitions
 - Assisting senior managers in scheduling meetings, handling correspondence of customers and factory workers
 - Retrieving and maintaining daily production and shipment related reports
 - Creating minutes of meetings for every meeting conducted at head office or manufacturing vicinity
- Main Clientele: Standard Textile, American Dawn, Hunt Textile, Wasatch Company, United Textile Distribution, Vista Textile, Totex A.R.L, MaxTex Inc, Boltex Inc, Premium Uniforms and Gross Kobrick Corporation

Key Achievements

- Granted an opportunity to visit USA along with senior managers to conduct annual meeting with existing and new customers in 2016
- Received Performance-based raise in January, 2016. Promoted to next grade
- Received Performance-based raise in January, 2015. Ranked in Excellent category.
- Have been awarded with certificate for dedicated support in “Go-Live of SAP ECC 6.0” on behalf of the company and its senior management.
- Have been awarded with certificate for attending one day session on “Awareness to Quality Management System based on ISO 9001:2015” by SGS.
- Have been awarded with certificates for attending training sessions on “Time Management” and “Marketing Mix” at ITL

Marketing Executive, Naveena Exports Limited (18th March 2013 – 13th February 2014)

This job involved physical coursework and rational thinking towards implementation of daily task that eventually leads to customer satisfaction and higher sales for Bangladesh market which I was designated to look after. Major customers were ZARA, Mango and Charles Vögele

Key Responsibilities

- Overcoming the hurdles of day to day activities in order to meet customer requirements
- Closely monitoring shipment plans
- Inducting Order in System (Modular and Oracle interface) for System tracking / Status
- To control the production according to the lead time to avoid the delay.
- Viewing Monthly sales of customer to calculate Projected forecast balancing with market trend
- Working on seasonal collections for fashion driven brands within critical paths and deadlines that meet new trend with innovation.

Assistant Merchandiser, Synergies Sourcing Pakistan (Pvt) Limited (4th June 2012 – 7th March 2013)

This job involved clerical work of maintaining office operations while providing high standard of secretarial support to senior managers in hectic environment. Major customer includes Jules, Kik and Camaieu.

SUMMARY OF SKILLS AND ABILITIES

- Ability to multi-task, prioritize and work well under pressure.
- Admirable communication skills both in verbal and written form.
- Able to work in a multi-cultural environment and support team work in order to achieve goals
- Ability to use Microsoft Office (Word, Excel, Outlook, Power point and Movie Maker).
- Completed one year training with APTECH computer education for learning “C language, HTML, DHTML, Javascript, Dreamweaver MX, SQL Server 2000. Developed website on “Liberty Electronics” as E-project.
- Ability to use ERP systems particularly Oracle and SAP (SD module).
- SAP ERP – Power User at International Textile Ltd.
- Worked as a business process expert for SD module in successful implementation of SAP at International Textile Ltd.
- Facilitated the implementation team with pre and post Go-live activities.

PERSONAL DETAILS:

Nationality: Pakistani

Religion: Islam

Marital Status: Married

DOB: 25th Sept 1989