

IMRAN SHAH



Contact Details

Address:

Dubai, UAE

Nationality:

Pakistani

Date and Place of Birth:

Abu Dhabi- UAE

28/08/1983

Phone:

+971 55 999 1941

Email:

imranshah886@gmail.com

LinkedIn URL

Valid UAE Driving License

Professional Skills

- ❖ Effective Communication
- ❖ Core Banking Operational Exposure
- ❖ Administration
- ❖ Fraud Investigation
- ❖ Leadership Skills

Professional

Retail Banker/Fraud & Loss Prevention/Risk Assessment/Credit Analyst/Customer Service/HR Admin Professional/Vendor Management.

Summary

Born and brought up in UAE with 13 years of experience and exposure in professional fields including administration, fraud verification, public relation, operational management, Vendor Management & sales in banking sector and other industries within UAE.

Achievement in automation of various banking procedures with easy availability of services to the customers.

Looking for an exciting growth oriented position in a progressive and developing organization where my experience will add value.

Experiences

Emirates Islamic Bank, Dubai, UAE

Verification Officer – (September 2013 – August 2020)

- Outsource agency management and leading team to verify company's profile.
- Coordinating with sales, credit and branches for verification & authentication purposes across UAE.
- Quality & Quantitative appraisal, review & evaluation of corporeal visits to costumers done by the outsource agency.
- Fraud verification and quality reporting to respective departments.
- Management Information System (MIS) and Performa reporting.
- Field reports, pre and post verifications submitted by deployed representatives.
- Report's merriment, ascertain the importance, effect or value with continuous update through system.

Emirates Islamic Bank, Dubai, UAE

Data Quality Analyst – (March 2013 – August 2013)

- Application data collector for all retail products such as auto finance, credit cards, personal finance, mortgages etc.
- Documents verification at preliminary stage by internal banking system to insure bank policies are fulfilled.
- Fraud checks with internal banking updated data, central bank and Dubai police system.
- Analyzation of all statement of accounts as per bank policies.

Languages

- ❖ Arabic – fluent
- ❖ English
- ❖ Urdu

Education

- ❖ Bachelor of Arts, Peshawar University, Pakistan: 2004 – 2006.
- ❖ High School Secondary from Sheikh Khalifa Bin Zayed Arab Pakistani School, UAE: 1999-2000.

Trainings

- ❖ Money Laundering
- ❖ Customer Compliance
- ❖ Etihad Credit Bureau
- ❖ Credit & Risk Management
- ❖ Equity & Investment Products Islamic from (EIBFS)
- ❖ Talent Acquisition & Succession Planning from (EIBFS)

Achievements

- ❖ Best Performer 2018
- ❖ Best Fraud Investigator 2017
- ❖ Employee of the month Nov- 2016

Computer skills

- ❖ Microsoft Office
- ❖ Finn One
- ❖ Oracle
- ❖ BPM

National Projects & Construction (Abu Dhabi)

Human Resource Assistant – (June 2008 – March 2013)

- Recruitment and onboarding of newly hired employees.
- Assist in payroll preparation by providing relevant data (absences, bonus, leaves, etc.)
- Managed time attendance system for employee tracking.
- Documentation and preparing reports related to personnel activities (staffing, recruitment, training, grievances, performance evaluations, etc.)

Embassy of Pakistan, (Abu Dhabi)

Customer Service – (October 2007- May 2008)

- Dealt with the customers for passport renewals, visa application and document attestations.
- Data entry for passport and ID card renewals for new and old applicants used by NADRA system.
- Coordinated with higher authorities for approvals, customer's problems and solutions.
- Coordinated with the courier service (TCS) for follow ups about delivery of passports and other legal documents.

Abu Dhabi Commercial Bank (Abu Dhabi)

Sales Support Coordinator – (June 2006 – May 2007)

- General office duties such as filing, sending emails and faxing in order to support the sales team.
- Prepared sales-related document such as proposals and contracts throughout the sales process.
- Served as the point of contact for customers and communicated with them by phone calls and emails to respond for any questions or queries.
- Source and direct leads to assigned sales representative.

Other Experience

- Worked as a Brand Promoter for Dell in Gitex Expo in 2009 – 2010.

References

- Available upon request.