

Reyadah Mohammed Al-Kilani

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Dear Recruitment Manager,

Banking Operation – Administration Professional Seeks placement

Considering my vast work experience in banking operations, customer service and administration, I wanted to step up to the next level.

My experience encompasses great deal of banking operations, customer service, secretarial and Call Centre functions. This varied exposure provided me an ample opportunity to leverage my skills and utilize my full range of capabilities to achieve career growth. In addition to, I can be relied upon to carry out organizational mandates and objectives; quickly incorporate and implement procedures with strong team playing attitude. I am proficient in assessing operational problems and further suggesting corrective actions. My resume is enclosed which depicts more of my qualifications and skills.

I wanted to discuss briefly the qualifications which I can deliver to your organization. Appreciate if an interview can be arranged. I can join new assignment immediately and available up on request.

Sincerely,

Reyadah Mohammed Al-Kilani

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Banking Operation – Administration

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Executive Summary

Dynamic executive with more than 9 years work experience in administrative, operation, call centre and customer relation positions within progressive companies. Excellent competencies in executing a number of tasks simultaneously including strong background in banking customer service, translation works and medical claims processing. Innovative and reliable team player with strong organizational, communication, analytical, problem solving, customer service, time management, and IT skills. Aspiring to work in Banking Operation / Personal Assistant / Administration domain.

Strengths

- + Gulf experienced Administration professional
- + Expertise in secretarial support and data entry
- + Tact to deal with people at all levels
- + Performs efficiently under work pressure
- + Diversified industry work exposure
- + Strong customer service orientation
- + Excellent coordination and administrative skills
- + Enthusiastic and accommodating personality

Educational Qualifications

Bachelor in Computer Science

Belford University, United States of America

Currently studying MBA IN

University of Atlanta

Higher Diploma in Computer Studies & Business Communication

Gloucestershire College Britain (Middle East Institute for Computer & Cultural), Sharjah, UAE

High School Diploma, UAE

Accomplishments

- **Exposed** into diversified industries and **developed** skills in administration.
- **Achieved** consistent career growth based on excellent performance **displayed** in the assigned responsibilities and by contributing to the achievement of company objectives.
- **Showed** flexibility in working well in cross-functional teams even under pressure with a good sense of urgency to **complete** tasks within strict deadlines.
- **Experienced** in medical industry and **acquired** knowledge on medical claims and insurance processing.

Career Snapshot

Global Network Manager

REMAR Investment Group
(Managing Clients\partners) relations and handling (contracts)

Jan 2015- Aug 2015

Clearing Processing department Operation Assistant

ADCB
(Processing\Clearing for inward\Outward cheques using (ICCS and FCR)).

Dec 2011 – Feb 2013

Call Center Agent (Generating leads , answering all kinds of inquiries)

Noor Islamic Bank, UAE

Aug 2007 –Aug 2010

Call Center Operator & Customer Service Agent

Feb 2007 – Aug 2007

(Du) Telecommunication Company, UAE

Medical Secretary / Translator /

Jan 2003 – Nov 2006

Medical Center (Branch of Al Zahra private Hospital), Sharjah, UAE

Competencies

Banking Operation and Call Center :

- Witnessed the basics implementations and establishing the rules of a new brand call centre(Noor Islamic Bank).
- **Oversee** bank operations taking care of back-office operations, customer service .
- Excellent knowledge of banking products & services including policies plus standards substantial in **addressing** to the customer's queries or complaints.
- **Able** to **oversee** operations with great deal of patience and detailed-oriented.
- **Start** discussion; **sharing** of ideas with team members; **identifying** possible solutions and **enforcing** the same towards **achieving** banks' objectives.
- **Familiar** with **troubleshooting** of issues through **narrowing down** into pieces and **enforcing** action.
- **Prepare** reports about accomplishments for the day and **forward** to management.
- **Encourage and develop** customer centric work culture plus **optimize** internal-external customer satisfaction. **Balance** the resource and activities of the department and **ensure** a high level of internal and external customer service is maintained.

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Administration – Personal Assistant

- **Provide** accurate, efficient and committed office or executive PA support to the senior management.
- **Manage** routine office functions, **deal** with clients and visitors and **maintain** corporate relations.
- **Sort out** all incoming / outgoing mails and correspondence on the base of urgency, priority, confidentiality or routing to **facilitate** quick and efficient service to the concerned.
- **Take care** of the confidential files, matters and documents for senior management.
- **Arrange** appointments; **make** necessary arrangements for the meeting and **ensure** availability of appropriate personnel's for the same as per scheduled time and place.
- **Collect, organize and summarize** information requested by the Senior Managers.
- **Maintain** proper records of incoming and outgoing correspondence; and **file** documents and letters in a systematic manner; and **keep** all assigned files up-to-date.
- **Coordinate** with various departments for documentation procedure and control.
- **Perform** data entry tasks and follow up on documentation matters with various departments.

Work Performed

Global Network (Investment)

- Managing Clients Relations (Local & Global) .
- Handling all inquiries and correspondence related to partners.
- Taking care of contracts and follow-ups .
- Generating Leads for Investment.

Banking Operation Assistant :

- Processing\Clearing for inward\Outward cheques using (ICCS and FCR).
- Performing transactions related to fees\cheques .
- Scanning and repairing cheques into the system.
- **Coordinated** the collection of data from point of origin; **participated** in the preprocessing of data to **locate** missing information and to **make** corrections as necessary.

- **Verified cheques** \ data entered into system by **checking** printouts for errors and **correcting** as required; **performed** statistical checks to **inward cheques** and required action implemented in case of invalid cheques.
- **Posted** all personal and accounting details of the customers in the system.

Call Center Operator & banking :

- **Employed** with Noor Islamic Bank as their Call Center Agent, **responsible** for **answering** phone calls and **handling** customer complaints using the bank system.
- **Monitored** the mails received at the center and **facilitated** effective **routing** of the same.
- **Achieved** high numbers of sales leads through Telesales \ and incoming calls, performed above targets by Doing cross selling for new and existing customers. Having good knowledge in banking products.
- **Gained** experience as the banks' Sales Coordinator. **Followed up** the applications in the system with concerned departments and cross-checked them. Verified signatures and necessary documents.
- **Deputed** at Dubai Etisalat & Telecommunication Company **dealing** with multicultural customers.

Medical Secretary / Translator

- Hands-on experience on medical insurance claims **processing and documentation**.
- **Prepared and ensured** completeness of information at the insurance forms or cards of the patient.
- **Posted** patients' data into the system and **maintained** systematic filing of the same.
- **Performed** all secretarial and reception activities.
- Also **carried out** oral and written translation from Arabic to English and vice-versa

IT Skills

- MS Office Suite (Word & Excel), E-mail applications and internet research
- Programming languages (C+, Pascal & Visual Basic)

Personal Details

Nationality	:	Jordanian
Date of Birth	:	14 th December 1980
Marital Status	:	Single
Visa Status	:	Employment (Pending)
Languages	:	Arabic, English (Fluent) .
Reference	:	Available upon request