



Nouf Tareq Helmy Ahamed Katana

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PERSONAL SKILLS:

- Strong interpersonal skills, effective oral and written communications skills
- Works well under pressure, with a focus on work quality.
- Ability to follow instructions well and make decisions with no supervision.
- Strong follow-up and organizational skills
- Detail oriented, team player, self-motivated and able to work in a fast paced environment.

EDUCATION:

- Graduated from The Al Sadiq English High School//CIE (IGCSE)
- Deplume in marketing, business communication, and HR from Cambridge University.
- Digital marketing –social media Professional Diploma’ Be group academy” (Egypt)
- CTS (Certified Training &Succeed)- Professional Diploma’ Canadian Training Center of Human Development’ (Egypt) .

LANGUAGES & INTERRESTES:

- **Arabic** Native language.
- **English** Excellent Writing, reading, speaking and listing.

OBJECTIVE:

Seeking an senior level and training job and obtaining a challenging position to kick-start my career and utilize my skills and experience.

WORK EXPERIENCE:

Adecco – first Abu Dhabi bank (since 11th June 2019-current job)

As a support officer – KYC Remediation { temporary }

The major duty responsibilities:

- New kyc form to be completed including KYC documentation
- Risk rating and screening to be conducted .
- Perform the required level of due diligence as per the established guidelines as per the current onboarding process .
- Last 12 months bank statement analysis to ensure transactions are aligned .
- Updated expired mandate documents (such as trade licence , passport , Visa and Emirates ID)updating customers contact details (if required /missing) .
- Updating key contact details mandatory field (mainly for LNBAD migrated portfolio) .
- Obtain / update whenever required FATCA / CRS .

Operating systems

- **DMS**
- **T24**
- **Customer connect**
- **Norkon**

Tanfeeth -Emirates NBD bank. (2 years and 2 months)

- **Customer service and call center (inbound &outbound call centre) UAE , Dubai .**

{ from October 2014 to November 2016 }

The major duty responsibilities:

- Working at retention department about (6 months)
- Attend calls of customers and provide solutions to their problems and information in addition to following up cases and making sure that they are solved .
- Level out the customers complaints and handle them seriously and professionally using stipulated procedures in the best period time.
- Activating and blocking cards such as ATM cards and credited cards, and start the blocked services of the customers on demand

- Make terms and conditions of the bank clear to client.
- Answer each query and make sure that bank achieves its goal.
- Creating and maintaining a database on common problems, solutions , feedback and satisfaction of clients about our service .
- Informing clients about various banking options like
 - Car finance (AUTO LOAN)
 - House finance (House loan)
 - Credit card finance(bank offers classic, gold ,platinum)
 - Opening current account and saving account
 - Fixed deposits on deferent periods with different profit rates added on the account after the period end.

Operating systems

- Siebel CRM
- FINONE cas
- oracle CRM
- Fincale
- Memobile

TRAINING

- Communications skills / Active listening / AML training
- Listening skills / Negotiation skills
- Stress management / Sales technique
- Email writing skills /Performance through motivation
- Fraud management /Fraud awareness2.0
- Anti-money laundering / effective telephone communication

- **Travel agency at holiday factory : (6 months)**

Customer service and call center (inbound & outbound call centre) UAE , Dubai .

{ from { march 2017 to august 2017 }}

- Attend calls of customers and provide solutions to their problems and information in addition to following up cases and making sure that they are solved.
- Level out the customers complaints and handle them seriously and professionally using stipulated procedures in the best period time .
- Make terms and conditions of the clear company to client .
- Answer each query and make sure that the company achieves its goal.
- Creating and maintaining a database on common problems , solutions , feedback and satisfaction of clients about our service .

- **Du Franchise in Axiom Telecom : at present Job**

Retail Sales Advisor

Working as "Store In- charge "February -2018 to july 2018

Responsibilities / Accomplishments

- Conducting daily huddle, monitoring the average waiting and service time.
- Monitoring and motivating the sales staff on daily bases such as grooming, discipline.
- Resolving staff issues and meeting their requirement for the suitable shifts in weekly Rota.
- Taking care of the dissatisfied customers and going extra mile effort to satisfy.
- Managing the store closing and supervising the shifts.
- Handling the shop to shop stock transfers and maintaining the stocks in and out.
- Allocating the individual targets, minimizing the obstacles to achieve the store targets.
- Provides product, promotion, and pricing information by clarifying customer request; selecting appropriate information; forwarding information; answering questions.
- Increase average transactional value & overall store turnover.
- Offer & execute all VAS to customers and sell Axiom Brand values.
- Process all sales and collection of Customer Database in an efficient manner in line with the company procedures.
- Updates managers by consolidating, analyzing, and forwarding daily action summaries.

Responsibilities

- Increasing and maintaining the product knowledge to facilitate the customers and Listening to the calls of the customers and managing their queries related to Ufone services.
- Developing and strengthening relationship with existing customers and develop the record of customers feedback.

COMPUTER SKILLS:

- **Internet:** Internet activities and search engine
- **Office Automation:** Microsoft Word, Excel, Power Point, Access, Outlook
- **Operating Systems:** Windows 2007, 8 XP and Windows server 2010. And others .

PERSONAL INFORMATIONS:

- **Nationality:** Egyptian
- **Date of Birth:** 24/4/1994
- **Social Status:** Single
- **Visa Status:** mother's Visa
- **Gender:** Female