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| **Professional summary** | |  |  | | --- | --- | |  | - I am seeking a competitive and challenging environment where I can serve your organization and establish an enjoyable career for myself. - I want a highly rewarding career where I can use my skills and knowledge to help the company and my coworkers be successful. - I am seeking employment with a company where I can use my talents and skills to grow and expand the company. |  |  |  | | --- | --- | |  |  | |

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| **Work history** | |  |  | | --- | --- | |  | **Contact Point Verification Agent , Cpv**  **Dubai Islamic Bank | Dubai, UAE** *12/2016 to Current*   * Processing of retail applications (Credit Card, Personal Finance, Auto Finance- individual and Auto Finance- companies, Home Finance – SBF). * Ensure all applications are proper verification and to verify the authenticity of the addresses / Office / Residence / Business of the finance application, by carrying out physical inspection and through telephone call. * Investigate and analyze the causes, methods and processes of fraud activities and generate fraud prevention and analysis reports * Maintaining daily MIS of the number of applications completed * Making sure that each verification is done according to the bank policy and procedure. * Giving training for the new joiners * Field visit Support Team ( additional task) * Regular communication with the entire Branches Staff, Managers, SSMs, with regards to customers' records of employment, business relationship, etc. * Recommend ways to continuously improve the process & increase efficiency while reducing the turn-around-time   **working as a clerk in the EJARI SECTION (LEASE MANAGEMENT SOLUTIONS**  **Emirates post corporation** *2011-2015*   * Having the duty of updating the customers about the status of their tenancy contracts * Performing a variety of administrative or executive support tasks that are highly confidential and sensitive like * renewal, cancellation registration and printing of agreements * Reporting directly to the Operation Manager * Coordinate with other employees and manage to solve admin issues and other concerns * Prepare required registration forms and process payment of related fees   **customer service** |   **TNS Middle East and Africa**  *2010-2011*   * Dealt directly with the customers to handle their complaints and other verifications * Make reports related to customer issues and submit to my seniors * Follow up and update the customers to solve their matters and inform them in case was necessary |

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| **Skills**  **Training cources** | |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | * Data management * Self-motivated | * Observant * Windows XP knowledge | |  * Anti-money laundering & counter financing of terrorism. * Foundations & Principles of Islamic Finance. * KYC/AML. * Performance Management. |

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| **Education** | |  |  | | --- | --- | |  | Secondary School Edcation June/2010  Al Khalij al Arabi high school | |  |  | |