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|  | Hiba Alsalti  0526928595 | E: [hiba.salti@hotmail.com](mailto:hiba.salti@hotmail.com)  Sharjah, UAESharjah, UAE, Sharjah, UAE |

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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** *2013 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 customer service representative,general inquires (101)**  **promotion**  **Etisalat Contact Centre**- Ajman *2011-2012*  **part time job:-**  Customer service (front desk agent ) Nov*2017*  **Sharjah international book fair**  Customer relation department, Operation department May2010  **Emirates Islamic Bank** | |

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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** | |  |  | | --- | --- | |  | **City University college of Ajman,** *2012-2015*  Bachelor of Business Administration - Finance Degree (Very Good)  **Emirates institute for banking & financial studies**, *2009- 2011*  banking & financial Diploma studies (IFS-UK)  **Charity National School** *2008-2009*  High-School Certificate of Secondary Education  other certificate :  British council *2010*  International English Language Testing System (IELTS Certificate) | |  |  | |
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