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|  | Hiba Alsalti0526928595 | E: hiba.salti@hotmail.comSharjah, UAESharjah, UAE, Sharjah, UAE  |

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| **Professional summary** |

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|  | - 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** |

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|  | **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** |

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

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|  | **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 Educationother certificate :British council *2010* International English Language Testing System (IELTS Certificate) |
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