

Mona Mohamed Ali

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Objective

Handle customer accounts and resolve complaints; evaluate customer needs and recommend the most appropriate products and services over the phone

Education

BS.C | 2007 | CAIRO UNIVERSITY

- Faculty of Commerce – English section

Experience

CALL CENTRE REPRESENTATIVE | NSGB BANK | 2008- 2012

- Extensive organization to facilitate many job duties with tight deadlines
- Maintain high volume of quality work, while insuring highest confidentiality
- Exercise judgment when dispensing information to maintain confidentiality of sensitive information
- Communicate effectively with customers, managers, and co-workers through a variety of channels including email, phone, traditional mail, and through the use of various office machines
- Daily use of Microsoft Office: Word, Excel, PowerPoint, and Outlook

OPERATION MANAGER ASSISTANT| QNP AL AHLAI | 2012-2016

- Ensuring branch operational activities run smoothly and efficiently by Providing leadership, and supervision for branch different divisions.
- Review and approve transactions processed by junior staff and provide support, training, and guidance to ensure completeness, accuracy, and conformance to the established high quality service levels and applicable policies and procedures, governing laws, and regulations in order to mitigate the Bank's risks.
- Assist in Processing of all back-office transactions such as withdrawal and deposits items ,prepare reconciliation reports, return cheque reports etc., in line with operational policies & procedures
- Insure daily treasury closing is successful

Skills

Patience

Attentiveness

Goal-oriented focus

Handle pressure

Communication skills