

Name: Fatima Abdallah Ahmed Mousa

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Marital Status: Single

Nationality: Comoros

Date of Birth: 30th September 1979

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OBJECTIVE:

To obtain a position that will fully utilize my knowledge and skills, so as to contribute to the growth and development of the company, in addition add value to service which would enhance more skill in contributing to my development in the course of my career.

SKILLS:

- Languages: Multi —language: English, Arabic.
- Computer Literate: MS Office —Word, Power Point, Excel, Access, Outlook (certified).
- Extremely dedicated and driven to excel in the course of productivity and exceptional service.
- Fast learner.
- Career and Result oriented.
- Dedicated team player.
- Good interpersonal skills.
- Honest, polite and loyal.
- Flexible and able to adapt in different working environment s.
- Possess the ability to apply academic knowledge and self-confidence in my work.

EDUCATION:

High school education-(Higher secondary certificate) AL Gubaibah Secondary School.

International language institute-Certificate in higher English.

HONER AND ACHIEVMENT:

- International language institute-Certificate in higher English.
- Al Atlas Institute-Certificate in MS Office —Word, Power Point, Excel, Access, Outlook.
- Majd Al Futtai Group of Co-Received and Award of Excellent for Best Service .
- Bur Jumman Center /Majid Al Futtai Group of Co-Received a T MI Certificate (Time Manager International)/customer service & how to make people different.

WORK Experience:

11/2021 – 2/2022

Danat Alkhaleej For Safety Consultancy (Executive Assistant)

10/2018 – 9/2021

Department of Statistics and Community Development Sharjah - Economic survey Department

(Call center ,customer service & Finance Auditor).

02/09/2015-02/03/2016

Emirates NBD-(senior customer support officer) Temporary assignment at ENBD Retail liabilities (Bancassurance Dept.)

02/09/2007-August 2010

Aben Amro bank, RBS Bank-(Processing Team Member)

08/11/2005-30/3/2007

Standard chartered Bank-(customer service officer- NRI)

Standard chartered Bank-(senior customer support officer) Wealth Management —priority banking.

08/02/2002-30/12/2004

-Mashreq Bank (Teller—Jabel Ali Br)

(Processor —Cash Management Unit)

1998-2002

Standard -Majid Al Futtai Group of CO.(Marketing Assistant —Cashier —Account Clerk).

CERTIFICATES OF APPRECIATION &ATTENDANCE;

- I volunteered at the (Mohammed Bin Rashid Al Maktoum knowledge Foundation) Bel Arabi.
- **Dubai Statistics Center** - Participation in (Health Survey , Ministry of Interior Survey , Family Cohesion Survey , Call Center HQ ,Smoking & Tobacco Survey) .

10/2018 – 9/2021

- Participation in (Sharjah Economic survey) with Department of Statistics and Community Development Sharjah
Started inventorying buildings, companies and housing and currently continuing with the economic survey of companies.

07/03/2017- 28/03/2017

Attend the program of the Faculty of Medicine Mini Level 4 (Emirates Medical Association) at Mohammed Bin Rashid University of Medicine & Health sciences in Dubai:

07/03/2017

Heart disease & circulatory system, How to deal with nuclear radiation, Hyperactivity in children.

14/03/2017

Depression, its causes, disease & method of treatment, Ho to extinguish the fire, How to prevent burns at home.

21/03/2017

Mental health & the importance of caring for ourselves and our society, what you should know about Triangle love, Memory & trauma, Addiction.

28/03/2017

Positive Education, cardiopulmonary resuscitation, Pulmonary Resuscitation work shop.

INTREST:

- Seeking for new horizons where it would allow me to grow further as a result of my extensive banking experience.
- Interested in projects, that would enhance more skill and broaden mu knowledge as I progress with my career.
- Openly accepting towards delegated responsibility.