Ramsha Najam

| Sharjah, United Arab Emirates | 00971566508301 |Ramsha.23.rn@gmail.com |
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# Objective

| To work for an organization that would value the growth of individuals and aims at creating a naturally joyful environment, thereby utilizing my skills and capabilities to the fullest. And explore the rapid growth potentials in an emerging market whilst having challenging yet rewarding prospects for career enhancement, an organization from whom I can learn and grow with by imparting my personal strengths and skills.  |
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# Skills & Abilities

| **Personal Skills:** * An experienced project leader with the ability to initiate/Manage cross-functional teams and multi-disciplinary projects.
* Critical thinker, decision-maker, and problem solver.
* Ability to work in team.
* Excellence Personal Communication & computer skills.
* Management skills: Influencing, leading, negotiating, and delegating abilities.
* Efficiency in interaction with people.

**Computer Skills:*** MS Excel (VLookup, Pivot table, data sorting and filtering)
* MS Outlook
* Proficient in Microsoft Word, Excel, PowerPoint and CRM
* Data Analysis

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# Experience

| 1. June’17-September’19
2. 0ct’19- March’20
3. Sept 20- Dec 20
 | **British Council – IELTS Invigilator** * Follow all relevant standards & procedures, based on training and reference materials provided by the British Council Examinations Services and the relevant Exam Board.
* Enable good customer flow by giving candidates clear direction and answering their enquiries
* Attend all briefing and training sessions as requested by the British Council Examinations Services Centre.
* Read briefing sheets or examining body instructions
* Set out candidate numbers on desk according to seating plan
* Check attendance register, correct exam papers and correct numbers are received centre number, exam paper details, start time & end time are put up on the board or PowerPoint
* Attending all briefing and training sessions as requested by the British Council Examinations Services Centre.
* Complete all mandatory training modules: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, Anti-Fraud, Identity Checks as required

**Customer Due Diligence- Contact Centre Agent & Processing associate, Emirates NBD (Tanfeeth)*** Handle and resolve complex investigations regarding client requirements incoming and outgoing via email, telephone or letter
* Provide backup coverage for team members and assist team members during high volume periods
* Receive instructions from management on escalated issues in order to put in place process improvements or best business practices to break the cycle
* Strong organizational skills, multitasking, proactive, good verbal & written communication skills, and ability to work well within a team environment
* Conducting Customer Due Diligence Risk Review for all EDD (Risk Based) Individual customers for Retail Clients, De dupe in all bank systems, identifying customer relationship and grouping of total retail exposure.
* Ensuring compliance with all AML laws, regulations, guidelines, written procedures; OFAC, KYC, customer/transaction monitoring
* Liaised with clients, front office, credit, legal, technology and operations as part of the KYC

 process.* Verified CDD & EDD of client's data in the varied financial services in corporate, vendor, and trade finance
* Effectively conducted AML /KYC formality reports on questionable accounts and transactions.

**Customer service representative- SHURAA MANAGEMENT AND CONSULTANCY LLC (BUSINESS SETUP)*** Client on boarding- Meetings with client in order to make them understand how to use the portal and how can they apply for add on services
* Applying immigration card for new companies , renewal and amendments
* Applying labour computer card for new companies and amendments
* Managing documents for PRO and typists
* Emailing clients for the update of immigration and labour computer card
* Calling clients for client on boarding invitations and updating on immigration and labour
* Attending calls for operation department queries
* Updating excel for all the work done or given to PRO
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# Education

| Primary EducationSecondary SchoolUniversity  | Pristine Private School, Dubai, United Arab EmiratesO Levels – The Westminster School, Dubai, United Arab EmiratesBachelor’s in Business Administration from Madonna University – **ongoing** (September 2017 – November 2020)  |
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# Personal Details

**Father’s Name**: Najam ul Haq Pirzada

**Visa status**: Student visa

**Date of Birth**: 23-Dec-1998

**Gender**: Female

**Religion**: Islam

**Nationality**: Pakistan

**Marital status**: Single

**Passport No**: AB3911422

**Languages known**: Urdu & English

# Other work experience

* Done Internship at Ritz Carlton Dubai from January 18th 2016 to January 20th 2016 for FNB & HR
* Worked as a sales promoter for Samsung Tv in Gitex Shoppers 2016-2017.
* Worked in Middle East Film & Comic Con 2020 as Customer Support from 5th March till 7th March.