

# Taqwa Atta Almaki

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## PERSONAL PROFILE

Seeking a Position to utilizing my skills and abilities in an organization that offers professional growth while being resourceful, innovative and flexible to pursue a carrier in a highly regarded internationally known, dynamic and growth-oriented organization that provides opportunities to serve its clients/ customers in a modern way with New techniques and professionalism.

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## PROFESSIONAL ABRIDGEMENT

### Skills:

- *Communication skills*
- *Hard Working*
- *MS Office*
- *Organizational skills*
- *Team Player*
- *Problem solving*
- *Flexible*
- *Trustworthy*
- *Analyze*
- *Helpful*
- *Energetic*
- *Fast Learner*
- *Ability to work under high pressure*
- Self-motivated and can act on own initiative.
- Can quickly learn in a consultative and complex industry.
- Excellent problem-solving skills.
- Have a competitive attitude and can thrive under pressure.
- Flexible with working hours.
- Adaptable and have a positive attitude towards change.
- Motivated, persuasive and goal orientated.
- Resilient and having an ability to deal with rejection.
- Well organized, eager to learn and pro-active.
- Able to work individually and as part of a successful Professional's team.
- Seeking employment with a company where I can grow professionally and personally.
- Holding a valid UAE driving license.

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## Professional Experience

Higher colleges of technology as **Customer happiness advisor** (from September 2021 till date)

- Redirect customers to appropriate departments and teams when appropriate
- Follow-up on student enquiry's, by email, telephone
- Presents the college programmes to prospective students and parents
- Managing, students' inquiries and requests; including directing the students requests to the responsible units;
- Maintain an active working knowledge of the college mission, goals, academic curriculum, students
- Interact with staff, faculty, exciting and prospective students via inbound telephone calls to provide information and assistance.
- Enter new customers information into system.
- Manage and resolve customers complaints.
- Ensure student feedback is obtained in order to maintain the highest levels of student satisfaction
- Communicates clearly with Central Admissions, Agents and third-party providers to ensure that an excellent level of service is provided to students at all times

Ministry of Economy as **Call Center representative** (from November 2019 till June 2020)

- Answer incoming calls and respond to customer's emails

- Redirect customers to appropriate departments and teams when appropriate
- Document all call information according to standard operating procedures
- Follow up customer calls where necessary
- Identify customer needs, research issues, resolve complaints, and provide solutions
- Provide product and service information to customers
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Completing call notes and call reports as necessary and updating them in the ticketing system.
- Recording details of comments, inquiries, complaints, and actions taken.

Dubai Islamic Bank as **contact point verification officer** (from July 2008 till August 2018):



#### Roles & Responsibilities:

- Conduct contact point verification operation for cards & retail assets application, within the frame of work of policies issued by the bank to minimize and prevent card\retail assets credit \fraud losses to the bank, to the best extent possible.
- Verifying documents with HR as submitted by the client
- Liaise with Operations Department to ensure all approved/ pre-approved cases are received and hands-off register maintained for the same.
- Update feedback/ comments for deals in notepad in Finnone system based on outcome from verifications.
- Maintain a daily MIS of all cases for which CPV attempted in order to share with the line manager.
- Refer all suspected fraud cases to Fraud Risk Management Unit in RCD and ensure, follow up on suspected cases with FRM unit till case closure.
- Handling the field visit emails between the bank & the vendors, & coordinate with the vendors to make sure that the visit will be done on the right way as per the bank requirement.
- Regular communication with the entire Branch Staff, Managers, SSMs, with regards to customer's records of employment, business relationship, etc.
- Update the daily records for all deals received from vendors, archive & save the reports in documents.
- Co-ordination between the credit initiation team, the sales & the vendor.
- Assist FRM unit with telephonic verifications as ad-hoc requests as per the policy manuals.
- Suggest policy/ procedural changes or recommend process improvements, system improvements (related to CPV) when identified, if any in order to enhance the process.

Al mutafred Trading co. as **Data Entry** (from June 2007 till July 2008)

#### Roles & Responsibilities:

- Entering customer and account data from source documents within time limits.
- Compiling, verifying accuracy and sorting information to prepare source data for computer entry.
- Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output.

### EDUCATIONAL CREDENTIALS

- High school graduate from Asma Bint Omais Girl School, Ajman
- PG Diploma in Islamic Finance & Banking – ABP, UK (Westford School of Management)
- Certification of Business Administration (National Academy)
- Training course in Executive Secretary & English course (New admin institute)
- International Computer Driving License certificate (New admin institute)

### SPECIAL TRAININGS:

- Team work skills at Dubai Islamic bank

- Communication and lesson skills at Dubai Islamic bank
- The art of stress management at Dubai Islamic bank
- Foundation & principle of Islamic finance at Dubai Islamic bank
- Risk Management in Islamic Banks at EIBFS-Dubai
- Anti-Money Laundering: Law, Regulations & Best Practices at EIBFS-Dubai

#### **LANGUAGE SKILLS:**

<i>Language</i>	<i>Reading</i>	<i>Writing</i>	<i>Oral</i>
<i>English</i>	Excellent	Excellent	Excellent
<i>Arabic</i>	Excellent	Excellent	Excellent

#### **PERSONAL VITA**

Date of Birth : May 19th, 1987  
 Nationality : Sudanese  
 Marital status : Single  
 Visa status : Residence( father sponsorship)  
 Current Address : Ajman, UAE

#### **DECLARATION**

I do hereby declare that above mentioned details are true and correct to the best of my knowledge.

Yours Sincerely,  
 Taqwa Atta Almaki