ZAHRA S. MISUHAB

CONTACT

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PERSONAL DETAILS

DATE OF BIRTH: 21. 03. 1998
NATIONALITY: INDIAN
PASSPORT NO: N7031635
VISA STATUS: RESIDENCE

LANGUAGES KNOWN

ENGLISH, HINDI, MALAYALAM, ARABIC.

COMPUTER PROFICIENCY

- MS OFFICE
- MS POWERPOINT
- BASIC OPERATIONS
- INTERNET & EMAIL

VOLUNTEERING

- **VIBES EVENTS**
- **COVID – 19 VACCINATIONS**
- **ABU DHABI YOUTH HUB – GAMING**

LICENCING & CERTIFICATIONS

MEDICAL CODING – AT REWAQ OUSHA EDUCATIONAL INSTITUTE
IELTS – BRITISH COUNCIL
UAE DRIVING LICENCE

INTERESTS

OBJECTIVE

Seeking a challenging position to develop my career work in your esteemed organization where my performance is being demanded and rewarded and my contribution effectively leads to the progress of the organization.

ACADEMIC CREDENTIALS

- BSC IN BANKING AND FINANCE AT –
EMIRATES INSTITUTE FOR BANKING AND FINANCIAL STUDIES, ABU DHABI
- SECONDARY SCHOOL EDUCATION CBSE -
EMIRATES FUTURE INTERNATIONAL ACADEMY ABU DHABI
- COMPLETED PLUS TWO - COMMERCE STREAM -
EMIRATES FUTURE INTERNATIONAL ACADEMY ABU DHABI

KEY COMPETENCIES AND PERSONAL SKILLS

- Quick and accurate keyboard skills.
- Able to work on tasks individually or as part of a team.
- Ability to deal professionally with customers.
- Excellent organizational skills that allow me to multitask effectively.
- Able to communicate concepts and strategies clearly to colleagues.
- Positive Attitude.
- Time management.

PROFESSIONAL EXPERIENCE

Working as office secretary at the office of H H SHEIKH KHALIFA BIN HAMDAN AL NAHYAN- APRIL 2021.

- Answering and directing phone calls.
- Organizing and distributing messages.
- Maintaining company schedules.
- Organizing documents and files.
- Greeting business clients and guests.
- Documenting financial information.
- Maintaining and ordering office supplies.
- Scheduling meetings and conferences.

Worked as Database Administrator for the COVID-19 vaccination program at MEDEOR HOSPITAL. [VPS HEALTHCARE] – Jan 1, 2021, to March 31, 2021
1. Entering patients from source documents within time limits.
2. Compiling, verifying the accuracy, and sorting information to prepare source data for computer entry.
3. Reviewing data for deficiencies or errors, correcting any incompatibilities, and checking output.
4. Resolving discrepancies in information and obtaining further information for incomplete documents.
5. Billing
6. Documentation- Uploading to AL-HOSN application.

Worked in FIRST ABU DHABI BANK from Nov 2017 to May 2019
Department: Accounts Management Operation.
Designation: Consultant E-file.

I bring with me integration experience from being a part of the merger journey of the biggest banks in UAE. FGB merged with NBAD resulting in being the biggest bank in Africa and the MENA region. I was initially part of the Data cleansing and Data Transformation team which will eventually result in successful Data Migration from intellect to T24. I have also been part of the UAT where the gaps between both the banks were identified and system developments were done wherever applicable.

Data cleansing, Date of Birth, Emirates ID, Customer Name, Account Titles, Passport Number, Passport Expiry Dates, Visa number, Visa Expiry Date, Residency Status, P.O. Box, and Joint Relations.

DATA INFORMATION: -
Customer name truncation is in such a manner that it fits in the Target application.
Account title truncation.

UAT
Coordination between the UAT resources and UAT governance team.
Making sure that resources are available at the UAT lab on time.
Making sure that resources do not have any technical issues while executing the test cases.
Reporting of delays and absentees.
Reporting of critical items that have passed TAT

Retail Operation Duties and Responsibilities (December 2017 to April 2019)
1. Receiving different product of account opening documents from ROPS HD, the account opening upon scrutinizing any discrepancies will be reported accordingly.
2. Print BBL and Norkom checks for the customers whose account needs to be opened. If any catch found the same will be reported to RMU through ROPS help desk.
3. Process A/C opening request & generate the A/C numbers within agreed turnaround times.
4. Updating the A/C numbers in FAB Apple once the accounts got Authorized / Generated.
5. Marking and unmarking of posting restriction on T24 as per the operating procedures.
6. Scan the customer signatures in the system if the account opening processed on originals.
7. Unblock the account & scan the customer signatures in the system if the accounts are processed on copies once originals are received.
8. Inform / Report the pending does in case if the account opened with the pending documents to add in pending list on EOD.
9. Complete the filling of the customer mandate file to mark to DMC.
10. Processing the Customer & Account maintenance requests.
11. Marking and unmarking of W.A.U (Where about Unknown) on T24 & FAB APPLE as per SOP.
12. Generate Customer and Account Maintenance Reports at the EOD and submit it to the Unit Supervisor on daily basis.
13. Check for all unauthorized records and clear the same EOD.
14. To handover all the processed documents to their respective designated custodian EOD as per SOP.
15. Answers the mails received at ROPS Helpdesk and takes necessary action for the mails.
16. Liaise with branches & other department to get the work done.
17. Issue debit card and cheque book as per customer request.
18. Perform other allied activities assigned by the Unit Supervisor in line with the job function.

Data Management Centre Duties and Responsibilities (December 2017 to April 2019)
1. Receive the document from ROPS.
2. Segregate the documents and distribute to respective staff for scanning.
3. Check the documents as it processed properly and completed.

4. Make sure all the documents scanned in WebTop and it is available.
5. If incomplete documents, are returned back to concerned staff.
6. Barcode the mandate files and authorize in FAB apple.
7. Sent to warehouse once bar-coding finished.
8. Authorize the requests in BPMS.
9. File the customer and account maintenance in mandate file in warehouse.
10. Once filling process had done make sure all the documents stored in fire resistant cabinet during overnights.
11. Respond to ROPS and other department queries.
12. Provide the documents as per the request from different departments with proper approvals.
13. Sent daily MIS about the work done in DMC to reporting head.
14. Perform other allied activities assigned by the Unit Supervisor in line with the job function.

     REFERENCE: - Mr. Fahad Saleem (Retail operation officer)

                 AVP – Integration and Transformation

                 First Abu Dhabi Bank

                 Tel 04 3710545 fahad.saleem@bankfab.com

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge and my belief. My strength and zeal for hard work and capabilities to take up challenging assignments with high adaptability will surely enable me to fulfill my employee's expectations to the fullest and achieve myself with good skills.

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