Hasnaa Tahsin Dawla

Curriculum Vitae



BANKING REPRESENTATIVE
PROFESSIONAL

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HASNAA TAHSIN DAWLA

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CAREER OBJECTIVE

Position utilizing solid background **in banking, office supervision, database management, personnel administration, hospitality and customer service.**
Working at **Platinum Home Engineering Consulting** as follow up clerk (office coordination customers meeting)
Since 2016 till now **(Dubai)**

BANKING REPRESENTATIVE SPECIALIST

CAREER SUMMARY

- Competent and skillful **Banking Representative**, with **2 years** of diploma studying and 1 month working experience within **the UAE.**
- Experienced in controlling banking operations, cash operations management, resolving problems, and sales and accounts management.
- Advanced understanding of customer needs with diligent attention to detail resulting in superior customer service & high levels of client satisfaction.
- Management background includes the day-to-day operations, quality assurance, and public relations. Proven ability to manage multiple assignments efficiently while meeting tight deadline schedules. Possessing strong financial control, reporting skills, and rigorously ensuring that all statutory and corporate obligations are met.
- An effective communicator with excellent relationship building & interpersonal skills coupled with strong analytical, problem solving & organizational abilities. Strong ability to influence thinking, and build consensus.

Added Expertise:



CAREER HISTORY

Ajman bank, UAE
Banking Representative Trainee (Nov-2013)

DOMAIN SKILLS

- Handle transactions and answer customer queries.
- Decipher customer needs and offer the best solution based on proper company policies.
- Effectively communicate ideas, suggestions and answers.
- Ensuring the smooth running of basic banking transactions.
- Building relationships with high net worth individuals.
- Maintaining a professional image at all times.
- Working closely with small and medium sized businesses.
- Opening new bank accounts for individuals and companies.

Education

- **English literature,** Syria, Damascus University (2005 – 2008)
- **Islamic Banking Diploma,** emirates institute for banking and financial studies (2011 - 2013)

Professional Certifications & Trainings

- **Human Resources course for two months in new admin institute, Ajman (2011)**

IT Skills

- ✓ **OS:** Windows XP, Windows Vista, Windows 7 and Windows 8
- ✓ **Internet**: Social Media Website, Outlook, etc.
- ✓ **Office Tools:** Microsoft Office Packages

Personal Details

- **Nationality:** Syrian
- **Date of birth:** 30 Jan 1988
- **Material Status:** Married
- **Languages:** English, Arabic
- **Visa Status**: Residence UAE
- **Address:** Ajman, UAE