



# Abdulrhman Naily

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📍 Sharjah-UAE

📅 10<sup>th</sup> January 1993

*Detail-oriented and analytically-driven internal control analyst with a strong foundation in statistical analysis and data visualization. Seeking to leverage expertise in transforming complex datasets into actionable insights to support informed business decisions. Committed to applying advanced analytical skills and data-driven methodologies to contribute to the success and growth of a dynamic organization.*

## Education

**Bachelor of business administration**  
Damascus university

## Experience courses

- Data Analysis and Sampling Techniques
- Google Data Analytics Capstone.
- Analyzing Company Performance.
- Introduction to Cyber Security.
- Information Systems Auditing.
- Expert MS Excel.
- Business Etiquettes.
- Finance for non-financial.
- Secretarial & E-Archiving.
- Customer care.
- E-marketing.

## Skills

- Data analysis.
- Analytical and reporting skills.
- Financial Analysis.
- Adhere to goals and KPIs.
- Power BI & Dashboard reporting.
- Auditing Skills.
- Risk Control .
- self-development.
- Organization.
- Coordinating.
- Delegation.

## Language

- Arabic (Mother tongue).
- English (fluent)

## Work Experience

**Internal Control Analyst** Al-Baraka Bank

📅 July 2022 – November 2023

- Use historical data to identify patterns and trends in customer behavior.
- Prepare and present reports to management to highlight potential risks.
- Design & maintain excel models to measuring and monitoring processes.
- Using data analytics tools is essential to highlight non-compliance failures.

**Internal Control Officer** Al-Baraka Bank

📅 July 2019 – June 2022

- developing control frameworks.
- Review financial transactions to ensure compliance with controls
- Investigate incidents of non-compliance or control failures.

**Customer Service officer** Al-Baraka Bank

📅 March 2017 – June 2019

- Interact with customers to assist with banking transactions.
- Assist customers with account-related activities (Open-Close-update...ETC)
- Monitor and test Customer Service to ensure ongoing effectiveness.

**Customer Service officer** Aqelah insurance Company

📅 October 2015 – February 2017

- Assist customers with the claims process (filing new claims- providing claim).
- Identify opportunities to cross-sell and promote additional products.
- Collecting customer feedback to improve services and processes.

**Customer Service officer** HCC

📅 June 2014 – September 2015

- Maintain accurate and up-to-date customer records.
- Resolve customer concerns & complaints promptly and effectively.
- Maintain accurate and up-to-date customer records.

**Marketing camp Promoter** La Gloire

📅 December 2011 – October 2012

- Gather feedback from customers to assess the success of campaigns.
- Ensure all logistical aspects are taken care of, such as venue & permits.
- Identifying opportunities to cross-sell.