

Asma Ahmed Malalla Saleh Al-Ali

Emirati National | DOB: 6 July 1991- Single Mobile: 058-6767708

E-mail: Managerregion.hr@hotmail.com

Career Objective

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

Education

Sep 2009 - Mar 2015

**Bachelor of Applied Science in Business Administration
Human Resources Management, GPA 2.6**
Higher Colleges of Technology, Sharjah Women's College

Related Courses

- Business Tactics
- Commercial Law and Practice
- Leadership and Team Building
- Human Resource Management

Work Experience

- **Around one year Experience in HR Officer Position from Wall Street Exchange from 2015 till 2016.**

Task:

- Making letters for examples; experience letter and leave letter etc.
- Arranging candidates' files from A TO Z.

Achievements:

- Trying to solve recruitment updating information in short- term .
- Adapt with the organization teamwork and try to improve the process in the recruitment section.
- Dealing with the new candidates that able me to interact with people with more ethical and moral way.
- Accuracy in typing the letters.
- **Around One Year; Call Center Agent at Dubai Islamic Bank from 2016 till 2017.**

Task:

- Answering the customers questions about the account and cards as full information
- Put customers suggestions and complaints in the system
- Dealing the conflict between the customer and the agent

Achievements:

- I learned how to deal with various customers.
 - Take knowledge about different bank cards.
 - This position keeps me to be more positive attitude.
 - I learned how to be accuracy in typing complaint and suggestion.
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- **Around two years experiences in collection department in ENBD Bank (Sharjah Branch), from 2020 till 2022**

Task :

- Matching the payee name with account No.
- Accurate in checking the dates
- Accurate in passing the cheques with matching between the amount and figures No .
- Checking the signatures for specific payee name

Achievements:

- Accurate in dealing with numbers
 - Trying to pass the cheque with proper information
 - Trying to pass the cheque with limited seconds
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- **Three months probation; Al Ansari Exchange L.L.C in remittance department from 28/02/2022 till 16/05/2022**

Task:

- Collaboration in team work
- Accurate in dealing with money change and welcome the customer in proper way
- Transfer money to other countries with specific amount and charges
- Keep the customer with happy feedback

Achievements:

- Make team work
- Send money with specific amount and charges
- Keep the customer with happy feedback

Skills

Human Resource Skills

- A functional understanding of basic HR concepts and strategies.
- An understanding of how corporations should act in ethical and moral way.
- Skills and knowledge to manage and lead people in teams in an organization.
- Ability to understand competing and conflicting legal interests and in relation to the UAE business environment.
- A working knowledge of how organizations adapt and manage to change.

General Skills

- Excellent presentation skills
- Ability to work effectively in a team
- Customer service skills
- Accommodating
- MS Office 2000 - Word, Excel, PowerPoint, Access, Publisher

Languages

- English - IELTS Band 5
- Arabic - Native Speaker

Achievements

- Volunteered with Takaful, 2012
- Member of student council, 2012

Interests

- Encouraging people in their work
- Overcoming obstacles at work

References

Hala El Minawi

Math Teacher - Sharjah Women's College

Sharjah, UAE

Telephone: 06-5054337

E-mail: hminawi@hct.ac.ae