Miss Hawa Kitimana

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# Skills

## Technical Skills

JavaScript ■■■□□

CSS ■■■□□

HTML ■■■■□

Bootstrap ■■■□□

## Additional Skills

Quick Learner ■■■■■

Organised ■■■■■

Quick Learner ■■■■■

Ambitious ■■■■■

Excellent Interpersonal relationship skills ■■■■■

Proven analytic and Problem-solving ability ■■■■■

# Work experience

## KPMG/ Resource Solutions ▪ Manchester ▪ United Kingdom

### Investigations Analyst

01/2020 – 07/2020

·      Assisting in the maintenance and management of company policies and procedures for all departments via the internal policy management system, review and evaluate their effectiveness.

·      Ensuring new and existing policies and procedures meet legislative and TCF standards of excellence, create consistency and evaluate impact

·      Coordinating with subject matter experts to ensure that policies adhere to corporate requirements for policy record keeping, publication, ownership and periodic review; assist in the development of policy standards

·      Maintaining a knowledge and understanding of Financial Conduct Authority (FCA) complaint handling rules.

·      Gathering all relevant evidence from the customer and key stakeholders and applying appropriate technical expertise to ensure fair outcomes and decisions independent of the business.

·      Conducting holistic review to investigate and assess the sustainability of non-advised sales of insurance products standard in line with FCA regulatory requirements.

·      Gather data from a wide variety of complex systems to carry out Insurance sales review of various insurance products such as PPI.

·      Proactively managing own workload to ensure the objectives of the Company’s annual risk-based monitoring are delivered in a timely manner.

·      Assisting with trend and root because analysis on complaints, drive improved processes and policy management.

## Huntswood ▪ Liverpool ▪ United Kingdom

### Case Handler

11/2019 – 01/2020

﻿·      Investigating and resolving problems and complaints relating to various insurance products, including those relating to administrative errors, involving liaising with other relevant business areas.

·      To carry out comprehensive investigation of complaints and contacting customers via the phone as part of the investigation process.

·      To make decision after investigation of the complaint in line with the approved process guide and review the final response letters sent to customers.

·      To pass entries to customer’s accounts and carrying out process checks based on a quality control checklist designed in conjunction with operational team.

·      To provide incremental supervision and higher levels of checking to new starters during the early weeks following their induction training.

·      To carry out quality control check in line with a risk-based approach, that is, higher risk processes will have higher levels of checks and complaint case handlers with poorer quality scores are given higher levels of checks.

·      To train and support case handlers with poor quality scores in order for them to get it right first time so as to avoid Financial Ombudsman Service (FOS) referral and remediation costs caused by errors.

·      To ensure all audit and risk controls are adhered to.

·      Providing training and support to ensure that quality and complaint handling standards are handled professionally and in line with company policy.

·      Providing Data Protection guidance and advice to the business where required.

·      Acting as a point of contact for queries in relation to all insurance products.

·      Ensuring continuous improvement within the organization by providing useful feedback on ways to manage client accounts more efficiently.

·      Utilizing expert knowledge of insurance products to resolve issues relating to fee structure and interest payment calculations.

·      Adhering to Financial Services Regulation Authority legislation on data protection, money movement and effective complaint handling procedures.

·      Utilizing customer dissatisfaction tools (Including treating customer fairly principles) in resolving complaints and ensuring they are dealt with within the specified service level agreement.

·      Supplying high quality management to client account while ensuring that business targets are exceeded.

·      Proactively managing development and personal training requirements.

## MVSI ▪ London ▪ United Kingdom

### KYC/AML Analyst

05/2019 – 07/2019

* Perform Anti-Money Laundering Know-Your-Customer/Customer Due Diligence (KYC/CDD) on all of the company’s clients to ensure we meet both regulatory and internal AML/KYC requirements
* Receive, analyse, process and approve KYC documentation at pace and in a timely and accurate manner.
* Undertake KYC reviews of existing customers when prompted by internal trigger events, scheduled reviews or a change in customer circumstances.
* Collect and verify information and documentation obtained to undertake periodic reviews of higher risk customers.
* Liaise with internal departments to support KYC issues, escalate potential concerns (AML/CTF/Regulatory) identified at any stage of the customer relationship, in a timely manner
* Ensure clear follow up on all outstanding issues/escalations Compliance with in-house and regulatory and risk management standards
* Review and interpret customer data in a timely manner and make decisions on cases as required to the Financial Crime & AML Risk Manager
* Conduct market abuse, Transaction monitoring and ongoing monitoring of high-risk individuals.
* Support development and application of quality assurance to screening checks.
* Ability to drill complex ownership structures
* Maintaining and updating client files as necessary on the in-house database in accordance with regulation and guidelines in place.
* Reviewing and monitoring Regulatory issues relevant to the business i.e. KYC, Information Protection, Market Abuse and Conflict of Interest Work in a structured format and ensuring maintenance of a transparent audit trail, financial control and compliance.
* Working towards and proficiently achieving daily and weekly targets without compromising on quality
* Conducting a full quality review and compliance to protect business from warnings of financial crime.
* Analysed financial statements and pertinent information to determine creditworthiness of prospective and existing clients.
* Investigation and escalating Red Flags and suspicious customer activity cases/clients to the NCA and FCA
* Performed Customer Due Diligence (CDD) and EDD checks on our customers and ensure appropriate periodic review checks are in place on our customers.
* Managed large volumes of data in a complex database and prepared detailed and concise proposals to client.
* Adaptability to frequent changes in culture and regulatory environment.
* Reviewed suspicious activity reports (SAR) completed by CDD analysts and ensured an Enhanced Due Diligence check is adequately completed.

## Deloitte/Momenta ▪ Crawley ▪ United Kingdom

### Case Handler

09/2018 – 05/2019

·      Conducting file audits specifically relating to protection, investments, personal loans retirement planning and options, mortgages, trusts and tax planning issues

·      Carrying out Data Analysis

·      To carry out comprehensive investigation of PPI complaints on mortgages and personal loans.

·      To contact customers via the phone as part of the investigation process.

·      To make decision after investigation of the complaint in line with the approved process guide.

·      To produce the PPI redress calculations.

·      To review the final response letters sent to customers.

·      Processing DSAR forms

·      Ensuring quality checking/reviews on PPI complaints are carried out in accordance with the organizational standards and procedures.

·      Ensuring an all-round approach in communicating remediation and corrective actions after reviews.

·      Ensuring any breaches, non-conformances, risk and fraud are escalated, as soon as identified.

·      Supervising Advisers/complaint Handlers through stages of T&C scheme through coaching and 121's

·      Preparation of detailed proposals for the introduction of new or improved compliance procedures.

·      Providing training and support to reviewers to ensure consistency in adherence to company regulatory standards in handling complaints and enhancement of the Group’s risk culture.

·      Providing accurate and appropriate feedback to case handlers within agreed service standards, whilst identifying training needs and promoting best practices across the organisation.

·      Ensuring maintenance of accurate Quality Assurance records to allow the production of management information in a timely manner.

·      Promotion of all information security principles, policies and procedures and ensuring compliance on a daily basis.

·      Ensuring any security concerns, suspicions and breaches are reported in a timely manner.

## Lloyds banking Group ▪ Manchester ▪ United Kingdom

### Customer Service Advisor

05/2017 – 11/2017

* Assisting customers with day-to-day transactions and enquiries.
* Helping to keep our customers and the bank safe.
* Solving problems and escalating issues when necessary.
* Making sure customer’s records are up to date
* Helping customers transfer funds
* Advising customers on bank’s products and services
* Handling customer’s queries and complaint

# Education

## Code Institute ▪ Manchester ▪ United Kingdom

### Full Stack Web Developer

05/2020 – present

Project-focused intensive program with emphasis on HTML, CSS, Bootstrap, JavaScript, Python, Django, MongoDB and MySQL.

* Developed a Website, using HTML and CSS.
* Developed a personal portfolio using HTML, CSS and Bootstrap, to show case the projects I have worked on so far

## The Manchester College ▪ Manchester ▪ United Kingdom

### (Diploma) Business and Management

09/2015 – 06/2016

## The Manchester College ▪ Manchester ▪ United Kingdom

### GCSE

09/2014 – 06/2015

GCSE Mathematics - Grace C

GCSE English - Grade C