



SALEM AL SHARAFI

📍 Abu Dhabi, united Arab Emirates

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Professional summary

A creative support professional with a record of increased responsibility. proficient in prioritizing and completing tasks in timely manner. Comfortable in interacting with all levels of organization and public. Able to negotiate and problem solve quickly, accurately and efficient. Adapt at multitasking to achieve individual and team goals. A team player who is attentive to details and produces quality results. Safely minded and a good communicator with strong computer skills.

Work history

February 2017

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August 2020

National Housing Loan - First Abu Dhabi Bank Collection Officer

- Attending National Housing Loan Branch customer requests, understanding their needs, and provide the right consultation and directions for all collections related matters.
- Key Accountabilities:
- Follow all relevant departmental policies, processes, standard operating procedures, and instructions so that work is carried out in a controlled and consistent manner.
- Demonstrates compliance to organization's value and ethics at all times to support the establishment of a value drive culture within the bank.
- Contribute to the identification of opportunities for continuous improvement and sustainability of systems, processes and practices considering global standards, productivity improvement and cost reduction.
- Assist on the preparation of timely and accurate statements and reports to meet department requirements, policies and quality standards.
- Monitor NHL suspense account and insure recalculation activities are carried out in line with approved guidelines while promptly reporting on any variances management.
- Provide guidance and on the job training for junior colleagues and conduct knowledge sharing to facilitate achievement of team objective and completion of tasks in an efficient manner which is consistent with operating procedures and policy.
- Organize and supervise the work of the assigned team to ensure that all work within a specific area of the activity is carried out in the efficient manner.
- Attend Abu Dhabi Housing Authority enquiries and prepare the monthly reports.
- Provide the following services to support NHL customers :.

- Restricted loan instillments.
- Issue liability/no liability letters.
- Collect overdue instillments.
- Attend general enquiries.
- Allocate monthly instillments to respective loans accounts being for Emeriti government employees.
- Provide support to NHL collection branches in Al Ain and Madinat Zayed in addition to FAB credit and sales department.
- Act as a backup to NHL customer service and credit teams when and as required.

April 2015

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January 2017

Abu Dhabi Islamic Bank

Call Center Agent

- Handle customers inquiries via telephone, mail or instant messaging.
- Responsible for entering catalogue orders via telephone into company database, provided requested information to customers in a professional and proficient manner in relation to products.
- Key Accountabilities:.
- Respond to authorized service center's inquiries via email or phone and resolved issue efficiently and professionally.
- Update and authorize approximately 50 - 80 customer request tickets for owned or new purchased units that are needing repair service or needing new parts due to missing or damaged.
- Prepare call center Shifts' schedule on monthly basis and make sure that sufficient number of agents are scheduled on each line and queue to meet the expected calls' volumes including staff trainings, breaks etc.
- Ensuring that the staff planner is effectively communicated with staff to maintain the balance between employee engagement and business requirements.
- Providing daily, weekly and monthly reports for operation manager.
- Trained new CSR's on department procedures.
- Admin Security.

March 2013

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November 2014

Al Falah Holding

Human Resource Assistant




- Ensure that office in which I work run smoothly and efficiently.
- Perform wide array of tasks.
- Assist in planning, developing and implementation of HR programs, policies and procedures.
- Assist all employees concerns regarding company's policies and the procedures.
- Update the system with records and employees applications, requisitions, grievances and concerns.
- Prepare correspondences and managing communications demands related to HR departments through E-channels.
- Making sure that all pending issues are taking care of, and also responsible of controlling & safe keeping all vital documents which are related to Admin & HR department.
- Managed employee exit interviews and paperwork.
- Recruited and screened qualified potential employees.
- Communicated with potential hires, providing clarity on expected tasks, compensation and policies.

January 2009	<ul style="list-style-type: none"> • Maintained and scheduled complex calendars. 	Abu Dhabi
-	Novasset Management Services LLC	
January 2013	Public Relations Officer <ul style="list-style-type: none"> • Planned, developed and implemented robust PR strategies to management brand reputation. • Planning and coordinating meeting with other companies. • Maintained up-to-date account distribution information. • Conduct ongoing reviews of all financial system programs to achieve company goals. • Obtaining clearance of transaction, Immigration , Ministry of labor and Abu Dhabi Municipality. 	

Skills

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| <ul style="list-style-type: none"> • CRM systems experience • Collections processes and practices • Payment plan negotiation • Inbound and outbound calls • History research • Performance improvements • Employee data management • Microsoft Office | <ul style="list-style-type: none"> • Administrative writing and reporting • Report writing skills • Customer relations • Customer service • Social media strategy • MS Office expert • Administrative support • Schedule management |
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Education

January 2016	abu dhabi islamic bank	abu dhabi
	A-Levels:  Consumer Banking Products and Services Proposition	
February 2010	Al-khawarizmi Int'l College	
	business communication and leadership	
February 2009	Al-khawarizmi Int'l College	
	 Customer service	
February 2007	safe way security & safety consultancy	
	 Construction industry safety & health standard (OSHA)	
2006	Al-khawarizmi Int'l College - Abu dhabi	
	ICDL certificate Maximizing Your Time program.	

Certifications

Creative solving problem. Professional Business Correspondence. Anti-Money Laundering and Compliance AML and Combating Financing of Terrorism Consumer Banking Products and Services Proposition Construction industry safety & health standard (OSHA) - safe way security & safety consultancy - Abu Dhabi Fire Fighting & First Aid training. Customer service, business communication and leadership - Al-khawarizmi Int'l College.