



ZURAIDAH YAHYA

Address: 742D, Blok H, Taman.Tun.Dr.Awang, Bagan Ajam, 13000, Butterworth, Pulau Pinang.
eidayahya@yahoo.com / 017-4713509

PERSONAL INFORMATION

NRIC	: 910528-07-5362	Marital Status	: Single
Age	: 26 years old	Nationality	: Malaysian
Date of Birth	: 28 th May 1991	Religion	: Islam
Gender	: Female	Health	: Excellent

SKILLS

Communication	: Excellent communication and writing skills in Bahasa Melayu and English.
Technology	: Proficiencies in Microsoft office (Word, Excel, Power Point, and Outlook).
Key strengths	: Sound knowledge in banking operations and trade finance, well-honed leadership qualities and ability to manage multi task with maintaining an exceptional rate of productivity, accuracy and efficiency.

WORK EXPERIENCE

Company Name	: Citigroup Transaction Services (M) Sdn Bhd
Position	: Transaction Services Representative
Duration	: July 2015 – Current

■ **Key Functions:**

- Perform day-to-day operational tasks in trade finance transactional processing.
- Review and check customer's trade loan application and process all completed document on each applicable stage.
- Manage customer relationships in assisting customer in all their queries on bank's product and Seek resolution to their requests.

- Provide technical support to relationship managers of various business units.
- Ensure compliance with guidelines and policies governing trade finance operations.
- Deliver services in line with agreed service standards and turnaround time to meet customer's expectations.

Company Name : Pelaburan MARA Berhad

Position : Practical Student

Duration : February 2014 – June 2014

■ **Key Functions:**

- Handle general clerical work.
- Prepare necessary paperwork and reports.
- Submit data entry on daily and weekly basis

EDUCATIONAL BACKGROUND

2012 - 2014 BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE.
Universiti Teknologi Mara (UiTM) Shah Alam. (CGPA :3.65)
The Course Components: Financial Market and Institutions, Corporate Finance, Quantitative Business, Monetary Economics, International Financial Management, Islamic Finance, Investment Analysis, Banking Operation, Operation Management, Malaysian Derivatives, Financial Statement Analysis, Portfolio Management, Strategic Management.

2009 - 2012 DIPLOMA IN INVESTMENT ANALYSIS.
Universiti Teknologi Mara (UiTM) Arau, Perlis. (CGPA : 3.80)
The Course Components: Financial Accounting, Business Mathematics, Mandarin Language, Microeconomics & Macroeconomics, Statistics, Islamic Economics, Information Technology in Business, Malaysian Economics, Investment Management, Marketing, Entrepreneurship, Financial Analysis, Valuation and Analysis of Equities, Human Resources Management, Personal Financial Planning, Portfolio Management, Introduction to Futures and Options.

2004 - 2008 SMK Mutiara Impian (Sekolah Sukan Negeri Pulau Pinang)
SPM: 4A, 4B, 3C
PMR: 4A, 4B