



# Asma Alhayki

Alhaykiasma@gmail.com

+973 3881 1865

Muharraq, Kingdom of Bahrain

## PROFILE

Experienced banking professional with 13+ years at BBK in customer service and corporate advisory roles. Skilled in client support, corporate banking solutions, and regulatory compliance. Holds a Bachelor's in Accounting and Finance and CPHRC Certification.

## WORK EXPERIENCE

### Advisor – Corporate Department

Bank of Bahrain and Kuwait (BBK) – Manama, Bahrain | Aug 2019 – Dec 2024

- Advised corporate clients on suitable banking products and financial solutions.
- Built and maintained strong relationships with corporate clients to ensure satisfaction and loyalty.
- Processed and reviewed loan applications, trade finance services, and treasury transactions.
- Collaborated with internal departments to support smooth execution of corporate services.
- Ensured compliance with bank policies and Central Bank regulations.
- Monitored client accounts and proactively addressed issues or needs.

### Call Center Agent – BBK Team

Bank of Bahrain and Kuwait (BBK) – Manama, Bahrain | 2011 – 2019

- Handled large volumes of inbound and outbound calls with professionalism and accuracy.
- Resolved customer inquiries related to banking services, products, and account management.
- Promoted bank offerings and guided customers through online and mobile banking tools.
- Maintained customer satisfaction by delivering timely, courteous, and effective support.
- Adhered to scripts, compliance standards, and quality control metrics.

## EDUCATION

### Bachelor's Degree in Accounting and Finance

Ahlia University – Bahrain | 2013 - 2017

### CPHRC – Certified Professional in Human Resources and Compliance

2019 – 2021

## SKILLS

- Corporate Client Advisory
- Customer Service Excellence
- Financial Product Knowledge
- Banking Operations
- Regulatory Compliance
- Native in Arabic
- Call Handling & Resolution
- Relationship Management
- Communication & Interpersonal Skills
- Problem Solving
- Microsoft Office & Banking Software
- Fluent in English