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***Leslie Dominica D’Mello***

**Career Objective**

Ability to communicate ideas, improve efficiency, commitment to perform quality work. With my flair and charismatic nature I am been able to develop excellent communication abilities and organizational skills.

**Personal Details**

Name : Leslie Dominica D’Mello

Nationality : Indian

Martial Status : Married

Visa Status : Residence (Dubai)

**Professional Skills**

Excellent written and oral communication ability

Committed to quality and excellence.

Intelligent and flexible in inter personal relations

Dedicated to personal and organizational development in a competitive environment

**Technical Skills**

* Diploma in Computerized air ticketing at BDPS - India
* Diploma in Personal Secretary at BDPS - India
* Diploma in Computers and Business and Office Automation at Oratech LLC.

**Computer Skills**

* MS Word
* MS Excel
* MS PowerPoint

**Educational Qualifications**

Period : June 1993

Institute : Wesley Women’s Degree College

Subject : Arts

Achievement : Graduation

Period : June 1989

Institute : St. Francis Junior College

Subject : Various

Achievement : Intermediate

Period : June 1987

Institute : St. Ann’s High School

Subject : Various

Achievement : SSC

**Career profile :**

Period : From April 2015 till November 2015.

Organisation : National Bank of Abu Dhabi (NBAD) Main Branch

Dubai.

Position : Commercial Banking Executive – Commercialization.

**Responsibilities**

* Timely completion and perfection of Security Documentation and follow up to ensure ongoing compliance as per approved terms and conditions.
* Independently manage a portfolio of borrowing relationships - Risk and Revenue responsibility.
* Interaction with other departments within the bank to effectively and efficiently deliver products and services to clients.
* Review all KYC Records for accuracy/ completeness /validity /compliance with AML, CIP and sponsorship requirements; communicate required actions to staff.
* Record all reviews within the SharePoint Trackers, ensuring complete data is provided.
* Monitor reports generated from SharePoint to identify inconsistencies, error analysis and trends.
* Manage priority items received from multiple teams across different locations.
* Resolve escalated issues from various stakeholders.
* Provide guidance and oversight to On Boarding Team with respect to policies, procedures and priorities.
* Liaise with teams locally and across regions to facilitate knowledge sharing.
* Identify and execute process improvements and provide Subject Matter Expert support on key process and technology initiatives.
* Accountable for records approved at Quality Control, when verified by Qualify Assurance/ Compliance / Audit.
* Ensure the required documents such as Trade License, Certificate of Incorporation – BVI, PP and Visa documents are valid.
* Liaise with the customer for required valid documents if any.

**Major Challenges**

* Multi-Tasking with internal departments & a number of customers queries simultaneously.
* Meeting deadlines, SLA’s (Service Level Agreement) and targets.

Period : October 4th 2008 to 11th June 2010

Organisation : Royal& Sun Alliance Insurance Co (Dubai).

Position : Processing support (PL TEAM) & (CLAIMS DEPT)

**Responsibilities**

* Processing of Travel and Home Insurance & Motor Policies in the Personnel Lines Team.
* LPO’s, and Notification in the Claims Department & Reception duties.

Period : 1st May 2006 to Jan 31st 2007

Organisation : Murray Fenton (M.E)

Loss Adjusting Division (Dubai)

Position : Secretary

**Responsibilities**

* Preparation of Survey Reports.
* Performing all secretarial services.
* Manning the reception area.

Period : September 2001 to December 2004

Organization : Ortronics Computers LLC. (Sharjah)

Position : Secretary

**Responsibilities**

* Performing all secretarial support services
* Attending to incoming and out going telephone calls in regards to service requests, as the company is a Facilities Management organization.
* Undertaking highly sensitive and confidential matters and responsibilities for the company
* Responsible for maintaining proper staffing at the call center at all given times.
* Authorized to take emergency decision in the absence of the department head in order to keep up with customer convenience and satisfaction and at the same time keep up the company’s reputation and caliber.

Period : July 2001 till September 2001

Organization : I. I. R. Exhibitions (Dubai – Temporary Assignment)

Position : Tele Marketing cum receptionist

**Responsibilities**

* Making sales calls to old clients and generating new clients (e.g. Arab Health)
* Providing secretarial support services
* Manning the reception area

Period : June 2001 till July 2001

Organization : Crude Energy (Dubai – Temporary Assignment)

Position : Receptionist

**Responsibilities**

* Providing secretarial support services
* Manning the reception area

Period : August 1998 – February 1999

Organization : Kirloskar Systems (Hyderabad – India)

Position : Reception cum Office Assistant

**Responsibilities**

* Handling in and outgoing calls
* In-charge of subordinates and maintaining a systematic filing system
* Preparation of statement of accounts

Period : June 1994 –May 1998

Organization : Sameera Travel & Tours Pvt. Ltd. (Hyderabad - India)

Position : Receptionist cum Ticketing Assistant

**Responsibilities**

* Handling bookings and issuing domestic tickets to customers
* Handling car rentals
* Preparation of statement of accounts, filing, typing and faxing of official documents
* Manning the reception area.

***Leslie Dominica D’Mello***