**Email:** **nutaila.387466@2freemail.com**

**OVERVIEW**

Accomplished banking professional with 13 years into client service across international institutions who utilizes creativity, leadership and teamwork to design and execute solutions that create customer value. Background encompasses exceptional work ethic and commitment to organizational objectives.

**WORK EXPERIENCE**

**Standard Chartered Bank Dubai- CIC, Middle Office** (Apr’15 – Sep’15**)**

*CSDU Specialist (6 months contract)*

* Coordinate with RM/CCM to identify clients for off-boarding, manage client communication and associated notifications if required.
* Co-ordinate with the central closure teams on closures and ensure that the process is carried out seamlesslyand in line with agreed SLA standards until the client is off boarded, and report any deviation exceptions to line manager.
* Ensure Dormancy reports are reviewed by CIC RM’s periodically to enable them to decide proper actions (Exit or CDD triggers).
* Troubleshoot difficult cases with the relevant stakeholders.
* Proactively identify potential issues/ concerns and escalate to management for attention/ support.
* Understand the Operational Risk Framework and risk tool-kit, understanding the risks in the process, ability to identify process gaps.
* Ensuring accurate updating of volumes sheets & daily Checklists of tasks assigned to MO directly or submitted by RM team directly.

**Ahlibank – Retail Distribution, Marketing Division – Oman** (Apr’11–Dec’12)

*Customer Retention & Contact Center Manager*

* Assured successful achievement of Phone Bankers of targeted calls, sales and Quality KPIs.
* Managed Projects and closure of sales assigned to the Contact Center.
* Reporting and MIS – Quality & activity reports of the Contact Center and customer retention.
* Managed the customer retention process - Received outstanding letter requests and reviewed potential of retaining the customer (Tracking done on the portal available on the bank’s system).
* Ensured response to all requests within 1 working day on customer retention process.

**Standard Chartered Bank Dubai- (Priority Banking)** (Sep’07 – Nov’10**)**

*Senior Client Service Manager*

* Checked on Quality Assurance on new & subsidiary account openings & related documents (DOA, joint accounts, reference letters and balance certificates).
* Verifiedvalid mandatory documents (passports, visas, risk, residency, status).
* Provided leadership, coached and supported the team members by setting SMART objectives, managed performance, identified development needs, fulfilled training requirements and motivated the team.
* Reconciliated reports.
* Booked FX deals from treasury/global markets.
* Performed NORKOM checks & investigated on blacklisted names before establishing accounts

**ISG Asia (UAE)** (Oct’06 – Jun’07)

*Office Manager*

* In charge of all matters that pertained to office administration.
* Distributed information & correspondence throughout the offices.
* Assisted Human Resource on all local employees employment issues including recruitment, leave admin, employment terms & conditions, staff communication.
* Assisted overseas staff on working permit applications, settling in & departure upon relocations.
* Maintained records of staff movement & confidential personnel files of local staff.

**HSBC Private Bank, Dubai** (Jan’04 – Jul’06)

*Client Servicing Officer*

* Supported the private banker with account opening
* Followed up on all outstanding client documentation
* Answered routine correspondence or questions
* Initiated and processed transactions for clients based on their instructions, followed up on settlement and confirmed execution in respect with sales & dealing regulations
* Maintained client portfolios by delivering standards of administrative service
* Built and maintained relationships

**Eagle Star International Life, Dubai** (Jan’00 – Nov’03)

*Analyst – Management Information Coordinator*

**Federal Express, Dubai** (Sep’98 – Dec’99)

*Customer Service Agent*

**Gulf Air – Abu Dhabi Airport** (Oct’97 – Jul’98)

*Customer Service Affairs*

### **COURSES ATTENDED (Certified)**

* Customer Awareness
* IATA.UFTAA. – Montreal
* Professional Development Programme, Emirates Academy of Hospitality Management
* Managing multiple tasks, priorities and deadlines
* Customer service skills and sales techniques for phone bankers
* Introduction to Project Management

## EDUCATION

***DIPLOMA - Business Management / Administration***(Sep’94 – May’97)

Sharjah College, in affiliation with University of Houston Clearlake – Texas – USA

**PERSONAL INFORMATION**

Date of birth : 25th March 1976

Marital status : Married

Languages : English

Visa status : Mother’s sponsorship in UAE

Nationality : Kenyan

Drivers License : UAE