

Reem Faisal Suleiman

HUMAN RESOURCES | PUBLIC RELATIONS | CUSTOMER SERVICE

SUMMARY OF QUALIFICATION

An articulate, detail orientated human resources expert who is professional in appearance as well as communication, and who has a long history of providing customers with a personalized relationship-driven service.

Highly skilled in cashing checks, accepting deposits and loan payments, and processing withdrawals .

Analytically minded HR Manager, fully understands the importance of the HR department/Responsibilities to any organization and possesses. Superb work performance and boasts a long track record of delivering effective results, and meeting tight deadlines

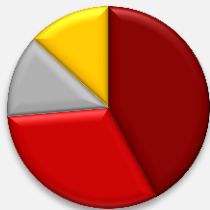
Functional knowledge of performing specialized tasks such as personal money orders.

Expertise in HR principles and practices of payroll and personnel record keeping remarkable knowledge and usage of modern office procedures methods and computer equipment. As a superb communicator .I was able to get the best out of senior staff, and on personal level I have the desire for continual professional growth. Strong time management skills, highly organized, self-directed, and efficient, consistently meet stringent deadlines..

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CAREER HIGHLIGHTES



Finance & Accounts
Compliance Management
Human resources
Customer Service

Initiate feedbacks, strategic recommendations and financial review to ensure high level of understanding between firm managers.

Monitoring and analyze department work to develop especially efficient procedures and used external resources to reach a high level of accuracy.

Ensures policies, procedures, documentation and internal auditing.

Rendering high quality service delivery and to maximize client satisfaction.

Human resources Specialist Corporate Management | Financial Accounting | Strategic Planning & Management Corporate Finance | Inventory control | Time Management & organazaion | Management of Material Resources | Administration | Hospitality | Customer satisfaction | Buinsess Development

PROFESSIONAL EXPERIENCE

- Ω AL JAZIRA POULTRY FARM L.L.C.– Jan 2018 - Present
HUMAN RESOUCES & ADMINSTRATION MANAGER - PRO
- Ω UAE Exchange Company – Jun 2014 – Dec 2017
CUSTOMER SERVICE ASSISTANT CUM TELLER & AML COMPLIANCE OFFICER
- Ω Al Nidal Businessmen Services- Dubai , United Arab Emirates – Jun 2014 – Aug 2017
HR ASSISTANT
- Ω The British Council ,Khartoum, Sudan – Sep 2011 – May 2014
CUSTOMER SERVICE ADVISOR - CUSTOMER SERVICE DEPARTMENT
- Ω UAE Exchange company, Khartoum, Sudan. – Jun 2008 - Aug 2011
OFFICER IN CHARGE, CUSTOMER - CUSTOMER SERVICE DEPARTMENT
- Ω Advanced System Company , Khartoum, Sudan – Aug 2006 – Aug 2008
PHOTOCOPIER MACHINE ENGINEER – SALES ENGINEER
- Ω Al-Nahda Philanthropic Society for Women – Riyadh, S.R – May 2004 – Mar 2005
TEACHER - MCSE INSTRCUTER
- Ω New Horizons, Comp. Sci. & Eng. Lang – Riyadh, S.R – Dec 2003 – Jan 2004
COMPUTER & NETWORK ENGINEER



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Email Address: reem.faisal@rocketmail.com

Nationality : Sudanese
Marital Status: Single
Driving License : Available – Light vehicle

DOMAIN RESPONSIBILITIES

Ω HR Manager & Administrator - PRO

- Ensuring the department complies with all recruitment Policies, Laws, and Regulations.
- Writing up professional job adverts .Putting together new employee starter packs.
- Setting up, monitoring and then tracking employee probationary periods.
- Carrying out background and reference checks on prospective employees.
- Acting as the first point of contact for anyone enquiring about a vacancy. Maintenance of the HR records and systems.
- Keeping track of any employee anniversaries and awards they are due.
- Developing reports for senior HR Officers on staff sick leave, absences and holiday leave.
- Screening phone calls, emails, letters and personal visits. Providing professional advisory support to company employees.
- Interpreting and clarifying the companies HR policies & practices.
- Schedule staff's visa, medical, coordinating with other internal and external departments.
- Collect all appropriate documentation necessary for visa and permits required to be processed.
- Responding to staff queries on Visa/ Labor / Passport related matters.
- Ensure all visa, medical and labor permits are up to date and arrange timely renewal.
- Assist in all general inquiries concerning labor and immigration matters. Provide admin support as needed.

Ω Officer in Charge - Customer Service Advisor

- Being a point of escalation for all customer service issues.Dealing directly with customers either by telephone, electronically or face to face and resolve customer complaints.
- Manage customers accounts, Keep records of customer interactions and transactions, Managing administration and Follow up customer interactions and Perform customer verifications.
- Ensuring consistently high levels of customer excellence at all times.Providetraining for new joiners.
- Acting on customer feedback. Coaching and developing team members in soft skills.
- Providing clear leadership and direction to the customer service team on a daily basis.
- Inspiring and leading customer service teams.Promoting a hardworking, successful and pleasant team environment.
- Actively identifying areas where processes and systems can be improved so that costs can be saved or revenue increased.
- Preparing daily, weekly, and monthly reports for senior managers.
- Assessing the customer service department's operational performance against set targets.\

Ω Back office Supervisor - AML Supervisor "Anti-Money Laundering"

- Executing customer transactions regarding cash , money orders and money exchange.
- Proficient in exchanging over 30 different currency & maintaining balance records with 100% rate accuracy.
- Ensure quality of service by handling counting currency and walking customer through each transaction , no matter how high or low in financial amount.
- Responds to customer inquiries and resolves problems or complaints ensuring customer satisfaction.Direct requests and unresolved issues to the designated resource.
- Opening new customer accounts and closed existing accounts at customer request.
- Writing reports and correspondence on matters related to customer accounts.
- Follow fraud prevention and security Procedures & Adhering to all security and compliance issues.
- Ensured clear and open communication on policies and procedures, issues and other quality indicators related to continuous quality improvement/accreditation standards.
- Interact with internal and external auditors in completing audits.Correcting compliance deficiencies identified by internal and external audits & examinations.
- Carrying out general office duties such as operating fax machines, photocopying and printing.
- Training new employees on money exchange procedures and cash drawer handling .
- Promote the company brand to key buyers, ensuring their knowledge is current and appropriate.
- Participating in product or service development and design. Writing up concise, value-based sales proposals.

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Driving License : Available – Light vehicle

EDUCATION

 **University of Sudan for Science & Technology , Khartoum , Sudan**

B.SC OF ELECTRONICS ENGINEERING Aug 1999 – Aug 2003

 **Sudatel Telecommunication Training Center**

DIPLOMA OF COMPUTER MAINTENANCE & NETWORK.



KEY STRENGTHS

HUMAN RESOURCES

- * Familiar with HR principles and practices of payroll and personnel record keeping remarkable knowledge.
- * and usage of modern office procedures methods and computer equipment.
- * Proficient in recruiting . training and managing teams and indivisual human resources ,office administration.
- * Hardworking, able to communicate effectively with government & semi government bodies, as well as private sector organizations.
- * Successful in Administration and Management processes.

FINANCE AND ACCOUNTS

- * Remarkable experience in AML investigations field.
- * Wide knowledge of AML regulations, risks and typologies.
- * Superb maths skills .Experience of handling cash in large numbers.
- * Identifying any customer service failings and then bringing them to the attention of senior managers.
- * Processing credit card cash advances.
- * Detail orientated with a high degree of accuracy.

CUSTOMER SERVICE

- * Ability to communicate effectively with a wide range of customers.
- * Proven aptitude for dealing with customer complaints.
- * Ability to identify loopholes in customer service and provide suggestions.
- * Skilled in handling multiple tasks and enhancing customer service processes.
- * Meeting customer expectations in areas such as timeliness, quality and consistency.

PERSONAL SKILLS

- Well presented, polite, tactful and friendly.
- Mathematical Reasoning , Crtical Thinking Written Comprehension , Oral Comprehension.
- Able to handle aggressive behaviour and take control of difficult situations with a complex problem solving skills.
- Having a natural flair for talking to people.
- Ability to build rapport effectively and identify solutions to customers needs.

TECHNICAL SKILLS

- Data Analytics & Engineering
- Performance & Customer Support
- Development & New Technologies
- Microsoft Office & Hardware & Software
- Quality Control & Reporting
- Technical Writing & Operating Systems
- Calculating & Compiling Statistics