



# SARAH JAWAD

## CARDS AND ATM OFFICER

### PERSONAL PROFILE

I am a social butterfly; I love being and working with people. I am eager to expand my business work-field experience. I am prompt to be involved with technology and business-related fields.

My aim is to build a prosperous career in the Banking & Payments fields by implementing the employability skills required; such as Communication, Problem Solving, Leadership, and Teamwork. I also aspire to leave a positive fingerprint in the Bahraini community.

### WORK EXPERIENCE

#### CARDS AND ATM OFFICER

##### ila Bank | May 2021 - Present

- Handle daily card and ATM operations such as transaction monitoring, reconciliation, and timely resolution of customer requests.
- Process and resolve cardholder disputes in line with Mastercard rules and regulatory requirements.
- Produce operational reports and support management with analysis of card related metrics.

#### FINTECH OFFICER

##### KML Pay | March 2020 - October 2020

- Lead the project team in Bahrain to carry out the necessary functions.
- Engaged with the technical team members to establish the required integrations with relevant stakeholders.

#### COMPLIANCE & MARKETING ASSISTANT

##### NEC Payments | October 2019 - March 2020

- Plan and execute marketing campaigns.
- Support the Compliance department by engaging with clients and doing KYC amongst other functions.

### CERTIFICATIONS

#### CFA Society August 2020

Mutamahin Program

#### GEORGETOWN UNIVERSITY January 2020

FinTech Certificate Program

### GET IN CONTACT

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- A'ALI, BAHRAIN

### VOLUNTEER EXPERIENCE

#### TEAM LEADER

##### Mutamahin | October 2020 - January 2023

- Lead the Mutamahin project team to make sure that the plan is being implemented accurately.
- Communicate with the Board Members to ensure successful planning and execution of the program.

#### ENGLISH TEACHER

##### Gifted English | March 2020 - October 2021

- Taught young children in Uganda English remotely.

#### PASS LEADER

##### Bahrain Polytechnic | 2018 - 2019

- Volunteered as a PASS Leader to help teach and support struggling students with their material and assignments.

### SKILLS

#### COMMUNICATION



#### LEADERSHIP



#### PROBLEM SOLVING



#### TEAMWORK



#### ABILITY TO LEARN



#### MICROSOFT OFFICE



### EDUCATION HISTORY

#### BAHRAIN POLYTECHNIC 2014 - 2019

Bachelor of Business Management -  
GPA 3.44

#### Awards and Achievements:

- Participated in a research study to implement cloud regulations for Bahrain EDB as part of my International Business course.
- Awarded best business on Polytechnic's Market Day 2014.



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