

SOMAYA SALEEM ALKHAJA

CONTACT



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CORE QUALIFICATIONS

- Individual support
- Sales process
- Customer implementation support
- Customer support needs assessment
- Ongoing client support
- Administrative support
- Customer support and assistance

CERTIFICATIONS

Certified Investment Consultant – Citi,
EMEA Regional Investments
Certification

LANGUAGES

English • Arabic • Hindi

Motivated Assistant Relationship Manager with 10 years of progressive experience in the banking industry. Energetic self-starter and team builder able to navigate high-stress situations and achieve goals on time and under budget.

EXPERIENCE

Assistant Relationship Manager
Citibank, N.A

February 2010 to Current

Investigated and resolved customer enquiries and complaints in an empathetic manner. Met all customer call guidelines including service levels, handling time and productivity. Solved unresolved customer issues. Responded promptly to enquiries and requests from prospective customers. Assumed ownership of team productivity and managed work flow to meet or exceed quality service goals. Strong leader of customer support staff. Provide supports to Relationship Manager on customer KYC and AML matters. Effective liaison between customers and internal departments. Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals. Answered a high volume of phone calls and email inquiries. Managed and reviewed filing and office systems. Provided incentive to increase productivity by offering employees awards for best customer service. Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

Customer Service & Foreign Exchange Officer
UAE Exchange W.L.L.

August 2008 to January 2010

Effectively manage large amounts of incoming calls. Generate sales leads Identify and assess customers' needs to achieve satisfaction. Build sustainable relationships of trust through open and interactive communication. Provide accurate, valid and complete information by using the right methods/tools. Meet personal/team sales targets and call handling quotas. Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents. Follow communication procedures, guidelines and policies. Take the extra mile to engage customers. Follow up with clients on the telephone.

EDUCATION

Bachelor Of Commerce -Sarva Shiksha Parishad, Maharashtra, India

High School Diploma -The Indian School Bahrain, Isa Town