

QAUSAIN SHARIF



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Aspiring for challenging assignments in an esteemed organisation, where my experience and skills are utilized to the utmost level and provide enough scope to explore my knowledge to serve the organization to the best of my ability and skills

SUMMARY

A competent leader and a result-oriented professional offering **9+ years** of experience across different fields including the **Banking Sector** with expertise in:

*Branch Banking Operations
Retail Banking
GCC VAT Specialist
Teller Management
Consumer Banking
Credit Management
Client / Customer Relationship Management
Corporate Governance*

*Business Development & Solutions
Strategic Planning
Team Management
Report Preparation
Queries Handling & Resolution
Project Management
Executive Leadership
Internal Audit*

PROFESSIONAL CONTOUR

BAHRAIN SPECIALIST HOSPITAL, Bahrain

(July'19 - Present)

Regulatory Compliance Specialist & Corporate Governance Officer

Key Deliverables:

- ✓ Driving VAT efficiency within the business
- ✓ Managing the company's VAT implementation process overall
- ✓ Staying up-to-date with new guidance and the changes/additions to the Law and Regulations
- ✓ Advising/Assisting all departments with VAT related queries
- ✓ As Corporate Governance officer handling all responsibilities between the Board and the relevant ministry.
- ✓ Working with all departments within the organisation to address internal auditor's concerns; taking corrective measures on internal auditor's observations.
- ✓ Assuring that the organisation is compliant with the laws/regulations enforced by the relevant government entities.

ABID INTERIORS, Bahrain

(August'17 - July'19)

Operations Manager

Key Deliverables:

- ✓ Spearheading the entire operations of all divisions under the umbrella of Abid Interiors, a family run business
- ✓ Efficiently creating project; Company rebranding, Marketing, structuring and hiring strategy
- ✓ Effectively planned and controlled change
- ✓ Provide training and supervising new employees and tracking and measuring staff performance
- ✓ Sole accountability of HR, Accounts, Purchasing and Marketing & Sales

KALAAM TELECOM, Bahrain

(Jan'17 - August'17)

Relationship Manager

Key Deliverables:

- ✓ Generate sales for a portfolio of accounts and reach the company's sales target
- ✓ Identify new sales opportunities within existing accounts to remain a client-account manager relationship by up-selling and cross-selling
- ✓ Manage and solve conflicts with clients
- ✓ Establish budgets with the client and company

SAUDI GPR, KSA**(Mar'14 – December'16)****GPR Operations Manager****Key Deliverables:**

- ✓ Spearheading the entire operations of all divisions under the umbrella of Saudi GPR
- ✓ Efficiently created project; BeepBeep Mall budgeting, structuring, hiring strategy and initiated operations manual work
- ✓ Effectively planned and controlled change
- ✓ Coordinating with the Managers of different areas of the organization, presenting findings to Stakeholders and Higher Management
- ✓ Actively involve in planning, budgeting and executing potential projects with Higher Management
- ✓ Setting and reviewing budgets and managing cost

CITIBANK N.A., Bahrain**(Apr'06 – Jan'10)****Senior Credit Analyst (Consumer Banking)****Key Deliverables:**

- ✓ Provided quality service to internal customers through undertaking risk assessment analysis of various types of lending proposals
- ✓ Analyzed credit data and financial statements to determine the degree of risk involved in extending credit or lending money
- ✓ Assessed credit worthiness of client companies
- ✓ Advised and recommended changes to policy and procedure
- ✓ Self-testing (for Internal Audit Purposes and Central Bank of Bahrain requirement)

Banking Operations – Supervisor**Key Deliverables:**

- ✓ Responsible for execution and directing of the timely, complete and accurate processing of operational tasks (accounts opening and maintenance etc.); including performing all relevant controls within own area of responsibility & the implementation of strategies to ensure continuous process improvement
- ✓ Provided expert advisory to branches on day-to-day operational/client on-boarding issues
- ✓ Ensured that client relationships are strengthened and successful continuance of business operations
- ✓ Ensured that client's life files are complete as per Bank's CIPP and AML & KYC policies and procedures
- ✓ Took complete responsibility of the Teller department for an entire month in the absence of the Chief Teller, providing quality service to internal & external customers through timely & smooth processing of daily transactions

CITIBANK N.A., Bahrain**(Jun'04 – Apr'05)****Sales Executive (Consumer Banking, Personal Loans Division)****Key Deliverables:**

- ✓ Developed and retained Portfolio of Retail and SME Clients to achieve the assigned targets numbers and service standards
- ✓ Identified new business opportunities and acquired new customers through various sales channels
- ✓ Promoted and enhanced positive customer relationship with customers

CREDENTIALS**Bachelor's Degree in Business Management (Honors) from University of Bolton, United Kingdom. 2010 - 2013****Diploma in Banking & Finance from Bahrain Institute of Banking & Finance, Kingdom of Bahrain. 2006 - 2009****Trainings Attended**

- ✓ Money Laundering
- ✓ Customer Service
- ✓ Team Building
- ✓ Client Confidentiality
- ✓ Done research on Learning Management Systems as part of UnderGrad.

PERSONAL SPECIFICS**Nationality:** Bahraini
Born on: 20th March, 1986**Driver's License:** Bahraini
Linguistic Abilities: English(Fluent), Arabic(Basic)