

Why should I deserve a chance?

My 10 years diverse experience in Insurance and Investment developed my social and career skills.

With confidence I can say that I am a good team player and an enthusiastic employee who sees the learning opportunity in every challenge.

Yes, with my qualifications and experience I know that I can and I will prove myself in this position because I am up to the challenge.

Through all these years, all what I learned have added to my knowledge, personality and attitude and shaped the person that I am today and i will continue to learn because I am a firm believer that growth is an on going process of learning and improvement.

I would look forward to hearing from you and meeting you soon.

Yours Sincerely,

Zainab Alaradi

Zainab Jassim Al-Aradi
+ 973 39759666 | zainab.alaradi@gmail.com | Nationality: Bahraini

PROFILE SUMMARY

- An enthusiastic and dedicated individual who enjoys being part of a productive team and contribute to its success;
- Quick to grasp new ideas, concepts, demonstrate innovation & creativity in finding solutions;
- Ability to work well on own initiative & within Team set-up leading to high levels of motivation required to meet agreed deadlines plus good communication skills;
- Skilled in Investment, Insurance, Banking & Telecom sector having good understanding of policies & procedures, Compliance Requirements (AML / KYC), Customer Service and quality standards and relevant CBB rules;
- Ability to lead and perform as part of team to deliver under pressure and implement process improvement.

EDUCATION

- Bachelors in Business Administration
University of Bahrain September 2005 – January 2010

PROFESSIONAL QUALIFICATIONS

- Principles of Insurance (Nov 2012, LOMA).
- Diploma in Islamic Finance, CIMA (May 2010- April 2011, Ernest and Young Bahrain).
- Multiple TAKAUD and MetLife in-house Training encompassing AML, Anti-Bribery & Corruption, Anti-Fraud, FATCA, IT Security & Data Protection among others.

PROFESSIONAL EXPERIENCE

Takaful Savings and Pensions

Digital Operations Supervisor (Feb 2019 - Current)

Main Responsibilities:

- Reviewing work of other team members
 - Customer Onboarding
 - Contribution Management
 - Withdrawal and Payment Management
 - Fees and Charges
 - Reconciliations
 - Cash Management
 - Market Valuation (Market rates and pricing)
 - Trading
 - Statements and Reporting
- Ensure all daily, weekly and/or monthly tasks are completed within the Service Level Agreement and with 100% accuracy
- Ensure all tasks are updated (picked, updated and closed) on the Workflow Management tool.
- Ensure that the Process documentation for all tasks are kept up to date
- Ensure that Management is made aware of any issues that may impact delivery of the tasks assigned
- Ensure they develop a deep understanding of the capability, including, projected volumes, trends, error rates etc.
- Assist the Business Process Manager in identifying process improvement in the tasks related to the relevant Capability
- Supporting the Digital Portal, including: -
 - Providing live-chat support to customer and potential customers, on Portal Flow and Operational questions
 - Route Financial advice related questions to the Financial Consultancy team
 - Ensure all customer requests are responded to within 24 hours

- Cash Management Control.
- Ensuring all Takaful Accounts are Covered.
- Monitoring and processing timely clients' contributions.
- Daily reconciliation of client money accounts and ensuring that all contributions have been collected according to the agreed instructions with client.
- Daily Monitoring and settling trades in Allfunds.
- "Half yearly statement of account to all customers" project, Handle all the testing and sending the SOA.
- Manual statements to wealth and VIP clients.
- Process withdrawal requests and payment submission.
- Prepare and ensure that all Corporate and Alliances Partners received their regular valuations.
- Ensure all customer statements are produced and distributed as defined per customer.
- Market Valuation (Market rates and pricing)

Customer Services / Operations Officer (Jun 2015 – Jan 2019)

Main Responsibilities:

- Handle complaints received from customer, acknowledgement and investigation and send the resolution to customers.
- Keep a log for CBB on quarterly basis.
- Half yearly statement of account to all customer's project, Handle all the testing and sending the SOA.
- Handle customer services requests.
- Verification calls to new customers to ensure they are aware of their plan specification.
- Manual statements to wealth and VIP clients.
- Wrote SOP related to all customer services request in details.
- Started the new project of evaluating the electronic meetings.
- Process withdrawal requests and payment submission.
- Handle withdrawal retention calls.
- Prepare and ensure that all Corporate and Alliances Partners received their regular valuations.
- Ensure all customer statements are produced and distributed as defined per customer.
- Cash Management Control.
- Ensuring all Takaful Accounts are Covered.

- Monitoring and processing timely clients' contributions.
- Daily reconciliation of client money accounts and ensuring that all contributions have been collected according to the agreed instructions with client.
- Daily Monitoring and settling trades in Allfunds.
- "Half yearly statement of account to all customers" project, Handel all the testing and sending the SOA.
- Manual statements to wealth and VIP clients.
- Process withdrawal requests and payment submission.
- Prepare and ensure that all Corporate and Alliances Partners received their regular valuations.
- Ensure all customer statements are produced and distributed as defined per customer.
- Market Valuation (Market rates and pricing)

American Life Insurance Company (MetLife)

Customer Service Representative (July 2010- Jun 2015)

Main Responsibilities:

- Liaising with Head Office to ensure best customer service to insured members and meeting MetLife philosophy of Customer Centricity;
- Respond to inquiries and issues related to claims, policy benefits and limits, Medical Providers approval requests and Payments meeting the TAT;
- Ensure that records of insured's claims are kept meeting company and regulatory requirements;
- Responsible of updating Employees Benefits Booklet presented to clients;
- Provide training sessions about the use of E-claims and E-services to Medical Providers and Clients;
- Clients Prospecting leading to meeting sales targets and company profitability;
- Resolving product/service problems, customers' complaint management, root cause analysis and complaint resolution among others;
- Enhance the Medical Network by perusing addition of new medical providers.

Global Suhaimi Co.

Marketing Specialist (March 2010- May 2010)

Main Responsibilities:

- One of the initiators of Global Suhiami- Bahrain Branch;worked in starting the operations in Bahrain and was involved in other activities.
- Research and Business Development.
- Arrange meetings to introduce the company's profile and activities.
- Register the company in the Ministries and big industrial companies in their approved vendors list.
- Presenting the company in Exhibitions.

AXA Insurance

Trainee in Technical Department (June 2009 -Sept. 2009)

Main Responsibilities:

- Issuing Motor Insurance Certificates & ensuring KYC requirements are met;
- Update the Company Internal Motor System;
- Send letters to clients to remind them about renewing their insurance policies & customer service.

Taib Bank

Trainee in Technical Department (July 2008 – Aug. 2008)

Main Responsibilities:

- Updating the Core Banking system with the investment deals.
- Bank Reconciliation and update of the status to customers.
- Sending daily mails to customers with market updates.

Bahrain Telecommunication Company (Batelco)

Administration Assistant (Part Time)

Legal and Regulatory Affairs (Oct. 2007- May 2008)

Main Responsibilities:

- Covered for basic requirement of a secretary needed in the department for 2 weeks.
- Manage Ministry of Interior Affairs and Public Prosecution requests to the department.
- Assisted in research and sourcing of reports.

ACTIVITIES

AIESEC:

- National Support Team, Business Development (July 2009 – June 2010)
- Organizing Committee President, Youth Round Table 2009 - In Association with Young Arab Leaders (YAL) - (Feb.2009- May 2009)

Others:

- Participant in Bahrain Future Business Leaders Summit - June 2007 securing 1st place in the Business Plan Competition;
- Participant, MENA Inc. Workshop - Bahrain Business Incubator Centre (21st – 23rd October 2007).
- Entrepreneurship Development Program UNIDO and Bahrain Development Bank (Aug - Sept. 2007).