

ZAINAB ZAMAN

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🏠 Adliya, Bahrain

PROFILE

I am a hardworking and ambitious individual with a bachelor's degree in business administration. I have excellent communication skills, enabling me to effectively communicate with a wide range of people. I am an individual who shows initiative and adapts quickly and efficiently to new environments with ability to work under intense pressure. Seeking a position to explore career option to utilize my skills and potentials, and achieve professional growth while being resourceful, innovative, and flexible.

EXPERIENCE

MARKETING & ADMIN / AJMS AL ATHHEER CONSULTING

April 2019 – Present

- Writing reports, company brochures and similar documents.
- Organizing and hosting presentations and customer visits.
- Assisting with promotional activities.
- Visiting customers/external agencies.
- Helping to organize market research.
- Management of office equipment.
- Maintaining a clean and enjoyable working environment.
- Handling external or internal communication or management systems.
- Managing clerical or other administrative staff.
- Organizing, arranging and coordinating meetings.

CIIB DEPARTMENT REPRESENTATIVE / National Bank of Bahrain

Sept 2018 – April 2019

- The collection of identification documents for the company and owners.
- Information on source of funds and source of wealth where applicable.
- Performing screening on company and owner names.
- Examine the authenticity and validity of documents collected and ensure verification has been conducted where applicable.
- Conduct a full unwrapping on the legal entity in order to identify the ultimate beneficial owners.
- Ensure client CDD/KYC is reviewed and approved by the appropriate authorized management within the bank.
- Update relevant spreadsheets with accurate and up to date client information for transaction monitoring purposes.



EDUCATION

BACHELOR'S IN BUSINESS ADMINISTRATION

University of Bahrain
2011 – 2016

HIGH SCHOOL CERTIFICATE

Khawla Secondary School
2005 – 2008

LANGUAGES

● ENGLISH

Fluent

● ARABIC

Fluent

HOBBIES

READING

SPORTS

ANIMAL CARE

EXPERIENCE CONTINUED

HUMAN RESOURCE TRAINEE / Shura Council 2016 – 2017

- Support of departmental representatives in HR questions.
- Coordination of applicants, conduction of job interviews and preparation of following steps.
- Introduction of new staff into their work environment.
- Support in the handling of the employees' payment.
- Conducting research about best practices and current salaries on the respective market.
- Assistance in the employee evaluation and processing of employees' issues.
- Maintaining a healthy communication system towards the employees.

CALL CENTER AGENT / Electricity and Water Authority 2014

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Accomplishes sales and organization mission by completing related results as needed.

Reference Available Upon Request.

EXPERTISE

PRODUCT KNOWLEDGE



STRATEGIC PROSPECTING



COMMUNICATION



PROBLEM SOLVING



TIME MANAGEMENT



ORGANIZING



CRITICAL THINKING



MANAGEMENT



CUSTOMER SERVICE



TEAM MANAGEMENT



ORGANIZING

