

Tahera Redha Hassan

Redha Haji

Assistant Relationship Manager

Villa No 41, C12 Street, Al Mizhr 1, Dubai, 888456, United Arab Emirates

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+ Skills

Business Management	
Business Development	
Strategic & Technical Plnner	
Startup & Fledgling Companies	
Team Building & Leadership	
Investment & Economics	
Cost Control & Analytics	
New Business Setup	
Personal Recruiting & Training	
Opportunity Identification	
Process Improvements & Creation	

+ Courses

- FEB 2017

CIVIL DEFENSE CERTIFICATION, CIVIL DEFENSE, UAE
- NOV 2023

NBAD CERTIFICATION, NBAD, DUBAI UAE
- JAN 2009 - NOV 2023

HSBC BEST SERVICE CERTIFICATION, HSBC, DUBAI UAE
- JUN 2007

THINK AID PROGRAM CERTIFICATION, DUBAI UAE
- NOV 2006

NBAD CREATIVE PROBLEM SOLVING CERTIFICATION, NBAD, DUBAI UAE

+ Languages

Arabic	
English	
Persian	
Hindi	
Urdu	

+ Driving License

Driving license category
UAE Driving License

+ Personal Details

Date of birth

29/11/1986

Nationality

Emarati

Visa status

UAE Resident

Marital status

Married

+ About Me

I believe that I can be a good team leader with the ability to take work under minimum guidance especially when carrying out challenging assignments from my team.

I consider myself an ambitious, motivated and career oriented person who willing to accept challenges different from routine life. I also consider myself an energetic and result oriented, with excellent leadership abilities, and an active and hardworking person who is patient and diligent, with great adaptability to changing working conditions, able to adopt to the needs of different clients, with excellent interpersonal, negotiation and diplomatic skills, knowledgeable, and having tenacity of purpose.

BusinessRegeneration:Transforms struggling businesses into successful companies, capturingmulti- million-dollar long-term revenue increases by implementing strategic plans.
OperationsManagement:Boosts revenue and performance while mitigating risk by overseeing daily policy and procedure enforcement, employee teams, and financial metrics.
Entrepreneurship:Identifies and seizes viable opportunities for expansion and innovation and grows them into profitable and valued enterprises with loyal customers.

+ Work Experience

- Commercial Bank of Dubai

Dubai

ASSISTANT RELATIONSHIP MANAGER

- Expertly manage assigned account portfolios, delivering exceptional customer service and mitigating financial risks.
 - Craft insightful management reports and conduct industry analyses to pinpoint lucrative market opportunities.
 - Drive product mix optimization to meet business objectives and enhance customer relationships.
 - Conduct thorough client needs assessments, ensuring effective communication and providing tailored counseling.
 - Spearhead sales initiatives, creating strategic relationship plans to cultivate new business via marketing calls, promotions, and presentations.
 - Uphold stringent compliance with all sales guidelines, processes, and standards, guaranteeing meticulous inspections.
 - Deliver top-tier customer service, proficiently opening new accounts and maintaining essential documentation to foster strong client relationships.

NOV 2023 - PRESENT
- Emirates NBD

Dubai, UAE

COMPLIANCE SPECIALIST

- Provide support on a variety of complex regulations while monitoring policies, procedures.
 - Conducts research, track compliance training and review all marketing materials utilizing basic regulatory framework and general regulatory and internal controls.
 - Assist the Chief Compliance Officer and BSA Manager with audits and regulatory relationships and assist with regulatory request during examinations.
 - Coordinates and supports all compliance related programs such as compliance testing and reporting, and internal controls testing to ensure compliance to laws and regulations.
 - Facilitates the ongoing task of compliance training.
 - Assists with development implementation of training programs, newsletters or company-wide memos to ensure all employees are aware of changes in regulations such as document submission procedures, forms or substantive changes in the law.

NOV 2022 - JUN 2023
- First Abu Dhabi Bank

Dubai, UAE

CORPORATE CUSTOMER SERVICE MANAGER

- Respondingpromptlytocustomerinquiries.
 - Attendingwalk-inclientswiththeirinquiries.
 - Helpingclientswithopeningaccountsaspertheirrequirements.
 - Keeping FATCA and KYC portal up to date.
 - Communicationwithcustomersthroughvariouschannelsviaemailandfacetof ace.
 - Keeping record of customer interactions, transactions, comments, and complaints.
 - Ensure customer satisfaction and provide professional customer support.
 - Communicating and coordinating with colleagues as necessary.

NOV 2011 - JUN 2022
- HSBC Bank

Dubai, UAE

CUSTOMER TELLER

- Respondingpromptlytocustomerinquiries.
 - Attendingwalk-inclientswiththeirinquiries.
 - Communication with customers through various channels via email and face to face.

JAN 2009 - DEC 2010
- Tanweel

Dubai, UAE

CUSTOMER SERVICE REPRESENTATIVE

- Respondingpromptlytocustomerinquiries.
 - Attendingwalk-inclientswiththeirinquiries.
 - Communication with customers through various channels via email and face to face.

JAN 2007 - DEC 2008

+ Education

- Al Eithad High School

DUBAI, UAE

HIGH SCHOOL DIPLOMA

2007

+ Hobbies

- Traveling, Watching & Research