

# Shatha Al-Zoubi



**Address:** Qatar – Doha

**Phone:** +96277209239

**D.O.B :** 30 Apr .1991

**Email :** [salmaalzoubi010@gmail.com](mailto:salmaalzoubi010@gmail.com)

---

## Summary

An experienced and highly qualified Customer Service, with a great deal of responsibility in the work, and able to complete tasks with high efficiency in the field of accounts and taxes. Adaptable and transformable with the ability to effectively present and develop opportunities that further define organizational goals. Therefore, I am seeking to work in a reputable organization in a challenging work in order to improve the quality and vision of work and search for inspiring ideas to enhance my field of work by employing my educational qualifications and practical experience in the best way.

---

## Education

✚ **Al-Yarmouk University ( 2013 )**  
**Bachelor's degree in Accounting**  
**GPA :** good

✚ **High school certificate**  
**Grade:** ( 91.9 % )

---

## Experiences

✚ **Al Nishan Tourism and Travel Company ( Oct .2023 – Present )**  
**Accountant**

**Main Responsibilities :**

- Ensuring the accuracy of financial documents and their compliance with regulations and laws
- Examining the income and expenses of the company or institution.

✚ **Housing Bank ( June .2020 – Oct .2023 )**

**Customer Service**

**Main Responsibilities :**

- Granting loans of all types, such as: personal, housing, and car loans
- Granting credit cards
- Opening all types of current accounts, reconciliation, deposits, approving judicial agencies, documentary credits, and guarantees.

- Opening current and savings accounts with the intention of incorrectly writing reconciliation

 **Housing Bank ( Aug .2018 – Dec .2019 )**

**Customer teller**

**Main Responsibilities :**

- Deposit and withdrawal
- Internal transfers, currency exchange, internal local transfers, external transfers, and express transfers
- Cashing and depositing checks, checks with a collection fee, foreign checks, and certified bank checks

 **Housing Bank ( feb .2015 - Aug .2018 )**

**Teller**

**Main Responsibilities :**

- Deposit and withdrawal
- Internal transfers, currency exchange, internal local transfers, external transfers, and express transfers
- Cashing and depositing checks, checks with a collection fee, foreign checks, and certified bank checks



















 **Beit Al-Maqdis Foundation for Public Safety ( June .2013 – Feb .2015 )**

**Accountant and auditor**

- Conduct annual audits.
- Examining the income and expenses of the company or institution.

## Training Courses

---

-  Anti-money laundering and terrorist financing course
-  Compliance principles course
-  FATCA introduction course
-  Banking ethics course
-  Violation reporting mechanism course
-  Information security and cyber security course
-  Anti-compliance basics course
-  Quality management course and Lean methodology
-  Basics of combating bribery and institutional corruption course
-  Basics of sanctions and embargoes course
-  Course on the importance of legal culture for bankers and banking secrecy
-  Business continuity plan cycle
-  Incident and crisis management course
-  LinkedIn basics course
-  Treasury business basics course
-  Corporate products and services course
-  Course on types of companies from a legal perspective - legal person
-  Social engineering course
-  Compliance monitoring course for branch operations
-  Account opening cycle and know your customer procedures
-  Compliance and Code of Business Conduct Policy Course

- ✚ Anti-money laundering course for bank branch employees
- ✚ Social intelligence course
- ✚ Emotional intelligence basics course
- ✚ Time management course
- ✚ FATCA course
- ✚ Course of the beneficial owner of legal persons and legal arrangements
- ✚ Virtual currency course
- ✚ The cycle of terrorism, its financing, and the financing of the proliferation of weapons of mass destruction

## Technical skills

---

- ✚ Google Tools
- ✚ Skill in using Microsoft Office ( Word, Excel, PowerPoint, outlook)

## Personal skills

---

- ✚ Time Management skills
- ✚ Organizations skills
- ✚ Problem solving
- ✚ Development skill
- ✚ Communication Skills
- ✚ Work under pressure
- ✚ Team Work Skills
- ✚ Attention to Details

## Qualifications

---

- ✚ Work Knowing how to deal with customers in a polite manner
- ✚ The ability to solve customer problems and deliver information correctly
- ✚ Maintain confidentiality and privacy of financial information
- ✚ Overseeing financial papers and documents
- ✚ Entering data and information into computer systems such as invoices, financial documents, entries, exchange orders, and all different accounts
- ✚ Maintain backup copies of financial records
- ✚ Prepare trial balance each month
- ✚ Preparing and supervising accounting books
- ✚ Understand the Impact of New Information Which Will Affect Both Present and Future Decisions.
- ✚ Outstanding knowledge and experience working with other people.
- ✚ High knowledge of auditing practices and principles

## Languages

---

- ✚ **Arabic:** Native
- ✚ **English:** Good