

Noura Waleed Saleh

Education	2016-2020	Helwan University Faculty of Commerce and Business Administration, Business administration major Grade: Good
Professional training	Jun 2019-Jul 2019	❖ Financial Management training at Arab Contractors Company
	Dec 2020- Jun 2021	❖ Western Union Operations officer at Arab African International Bank
Work Experience	July 2022 – Jan 2024	❖ Client support advisor At Arab African international Bank. <u>Responsibilities:</u> <ul style="list-style-type: none">➤ Proper and accurate handling of customer requests & instructions.➤ Promoting bank services to customers and referring them to appropriate financial services.➤ Review Audit Reports.➤ Handling clients Complaints on a timely manner.➤ Complying with policies & procedures of compliance and legal dep.➤ Scheduling & managing workflow to ensure all transactions run smoothly and precise on a timely manner.➤ Recording, filling and documentation.➤ General Account queries.➤ Handle western union transactions to make sure it complies with policies & procedures of compliance and CBE instructions.

Feb 2024

❖ **Cards Product Development Assistant Manager
At Arab African international Bank
Bank agent at Klivvr.**

Responsibilities:

- Conduct thorough KYC checks on new and existing customers in accordance with regulatory guidelines and internal policies.
- Review and analyze customer documentation, including identification documents and financial records, to assess the validity and accuracy of provided information.
- Identify and escalate any suspicious or high-risk activities to the appropriate teams for further investigation.
- Monitor and manage card maintenance requests, such as limit adjustments.
- Maintain accurate records of KYC activities and provide regular reports to management on compliance status and potential risks.
- Stay up-to-date with industry regulations and compliance requirements related to bank card operations.

Languages skill

- Arabic Mother language
 - English Very good spoken and written
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Computer skills

- General Practitioner of Microsoft Office suite.
 - Proficient user of Windows & MAC.
 - Good Internet surfing skills
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Associated Personal skills

- A highly organized enthusiastic person with a 'can do' attitude.
 - Strong interpersonal skills with the confidence and diplomacy to deal with people at all levels.
 - Able to work on my own initiative as well as part of a team, combined with the added ability to adapt and learn very quickly.
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References available upon request, I hope that my qualifications would meet your requirements.