



Diana Batous

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I'm a hard working person, can work under pressure, team work as well being a team leader....

Preferred occupation

Administrators
Administrative jobs

HR specialists
Management, human resources jobs

Editors
Media, journalism jobs

Contacts and general information about me

Day of birth 1987-03-21 (38 years old)

Gender Female

Telephone number *Information is available only for registered users.*
[Sign in](#)

Email address *Information is available only for registered users.*
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Work experience

Working period **nuo 2015.06 iki dabar**

Company name FXNet

You were working at: Telemarketers

Occupation Team Leader

What you did at this job position? Allocating daily jobs and workloads. Training new team members. Acting as a resource for other staff members. Managing team performance and progress. Enforcing all company approved policies and procedures. Constantly looking for ways to improve processes. Monitoring the performance of junior staff. Completing team-related paperwork. Implementing new initiatives and making sure all staff understand them. Taking action to correct and staff shortcomings. Managing and monitoring staff attendance. Giving prompt and accurate information on individual staff member performance. Attending and participating in team meetings. Reporting to senior managers.

Working period	nuo 2013.09 iki 2015.03
Company name	Al Mashreq Bank
You were working at:	Telemarketers
Occupation	Relationship Officer
What you did at this job position?	<ul style="list-style-type: none"> <input type="checkbox"/> Proactively develop client relationships, anticipate and provide solutions to client needs and give high priority to client satisfaction, with responsibility for meeting or exceeding agreed performance targets and objectives, particularly those relating to product sales and new client growth targets. <input type="checkbox"/> Ensure that client instructions are duly effected by applying all standard checks and controls, coordinating with other departments including Operations/Finance/ Compliance. <input type="checkbox"/> Accurately assess the risk profile, suitability and appropriateness of clients when marketing Credit Card products and services by maintaining an accurate and up to date call report, KYC database. <input type="checkbox"/> Handle client queries of day to day nature via telephone/fax/post/e-mail. Assist in resolving client problems within the team. <input type="checkbox"/> Achieve a satisfactory level of knowledge of Private Banking products and services by keeping up-to-date with related developments. <input type="checkbox"/> Ability to understand key performance analytics and benchmarks or investment performance <input type="checkbox"/> Accomplish tasks efficiently by showing concern for all aspects of the job, pay attention to detail and ensure that output is delivered at the highest possible standard. <input type="checkbox"/> Strong technical understanding of economics and financial markets, focusing on the fixed income and equity space <input type="checkbox"/> Research and maintain knowledge to ensure adherence with all applicable regulatory requirements and Compliance policy and procedures, and adhere to all such standards, both legal and regulatory, to avoid exposing the Bank to undue risk. <input type="checkbox"/> Carry out other duties as reasonably required by management.
Working period	nuo 2011.06 iki 2012.09
Company name	Qatar National Bank
You were working at:	Banking
Occupation	Head Teller
What you did at this job position?	<ul style="list-style-type: none"> <input type="checkbox"/> Supervise and coordinate activities of workers engaged in receiving and paying out money and keeping records of transactions in banks and similar financial institutions <input type="checkbox"/> Assign duties and work schedules to workers to ensure efficient functioning of department. <input type="checkbox"/> Train employees in customer service and banking procedures. <input type="checkbox"/> Approve checks for payment. <input type="checkbox"/> Adjust customer complaints. <input type="checkbox"/> Examine tellers' reports of daily transactions for accuracy. <input type="checkbox"/> Consolidate and balance daily transactions, using adding machine and computer. <input type="checkbox"/> Ensure supply of money for financial institution's needs based on legal requirements and business demand. <input type="checkbox"/> Monitor and review financial institution's security procedures and control access to vault. <input type="checkbox"/> Count and record currency and coin in vault. <input type="checkbox"/> Perform other duties as described under Supervisor Title.

Working period	nuo 2010.10 iki 2011.05
Company name	Qatar National Bank
You were working at:	Banking
Occupation	Teller
What you did at this job position?	<ul style="list-style-type: none"> <input type="checkbox"/> Processing customer deposits, withdrawals, and payments. <input type="checkbox"/> Accepting cash from customers. <input type="checkbox"/> Supporting the bank sales team by identifying customer needs and then promoting current offers to them. <input type="checkbox"/> Referring customers with financial problems to other colleagues for assistance. <input type="checkbox"/> Performing clerical and administrative duties. <input type="checkbox"/> Following bank procedures when performing transactions. <input type="checkbox"/> Controlling and monitoring the levels of cash in the teller drawer and following all check cashing and cash handling procedures. <input type="checkbox"/> Dealing tactfully and efficiently with demanding customers. <input type="checkbox"/> Adhering to all bank security, audit, and compliance requirements. <input type="checkbox"/> Cross selling bank services. <input type="checkbox"/> Reporting any suspicious customer activity to bank managers. <input type="checkbox"/> Addressing customers by name with a smile and direct eye contact. <input type="checkbox"/> Accurately receiving, counting and distributing cash. <input type="checkbox"/> Selling financial services. <input type="checkbox"/> Assisting with bank branch audits. <input type="checkbox"/> Writing reports and correspondence on matters related to customer accounts. <input type="checkbox"/> Making small talk with customers whilst they are being served. <input type="checkbox"/> Opening new customer accounts. <input type="checkbox"/> Opening investor accounts.

Working period	nuo 2009.09 iki 2010.09
Company name	Addounia TV
You were working at:	Marketing managers
Occupation	Marketing Assistant, Promotion & Advertising Controller
What you did at this job position?	<ul style="list-style-type: none"> <input type="checkbox"/> Assisting senior staff through research to come up with creative ideas. <input type="checkbox"/> Identifying marketing events that the company should be involved in. <input type="checkbox"/> Researching industry topics and related current news stories. <input type="checkbox"/> Coordinating sales campaigns with marketing agencies. <input type="checkbox"/> Writing up and delivering communications and key messages to staff, stakeholders and partners. <input type="checkbox"/> Writing content for the company's website and social media platforms such as Facebook, Twitter, Instagram and YouTube. <input type="checkbox"/> Assisting with the events on the marketing calendar. <input type="checkbox"/> Building relationships with clients, suppliers and the media. <input type="checkbox"/> Monitoring marketing trends in social media. <input type="checkbox"/> Taking ownership of customer enquiries and bringing them to a swift resolution. <input type="checkbox"/> Contributing to weekly team meetings, staff appraisals and business plans

Education

Educational period	nuo 2012.01 iki 2014.06
Degree	Masters
Educational institution	Lazarski University
Educational qualification	Business Administration

Educational period	nuo 2005.09 iki 2009.06
Degree	Professional Qualification
Educational institution	University of Kalamoon
Educational qualification	Banking & Finance

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent

Computer knowledge

OS: Windows & Mac
Software: Microsoft Office

Conferences, seminars

ILLAFTrain The HR Development Leader, course Neuro Linguistic Programming (2012)
American Language Centre, Advanced Business (2010)
Fortbildung & Umschulung Sachsen gGmbH, Banking & Business Simulations (2009)

Additional information

Your hobbies	Reading, developing my business understanding, movies, sports
Driver licenses	B Light Vehicle \leq 3,500kg
Driver license from	2013-06-00 (12 years)
Salary you wish	16000 R per month
How much do you earn now	15000 R per month