



# 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 (37 years old)

Gender Female

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

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

## 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?  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.  Ensure that client instructions are duly effected by applying all standard checks and controls, coordinating with other departments including Operations/Finance/ Compliance.  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.  Handle client queries of day to day nature via telephone/fax/post/e-mail. Assist in resolving client problems within the team.  Achieve a satisfactory level of knowledge of Private Banking products and services by keeping up-to-date with related developments.  Ability to understand key performance analytics and benchmarks or investment performance  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.  Strong technical understanding of economics and financial markets, focusing on the fixed income and equity space  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.  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?  Supervise and coordinate activities of workers engaged in receiving and paying out money and keeping records of transactions in banks and similar financial institutions  Assign duties and work schedules to workers to ensure efficient functioning of department.  Train employees in customer service and banking procedures.  Approve checks for payment.  Adjust customer complaints.  Examine tellers' reports of daily transactions for accuracy.  Consolidate and balance daily transactions, using adding machine and computer.  Ensure supply of money for financial institution's needs based on legal requirements and business demand.  Monitor and review financial institution's security procedures and control access to vault.  Count and record currency and coin in vault.  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?  Processing customer deposits, withdrawals, and payments.  Accepting cash from customers.  Supporting the bank sales team by identifying customer needs and then promoting current offers to them.  Referring customers with financial problems to other colleagues for assistance.  Performing clerical and administrative duties.  Following bank procedures when performing transactions.  Controlling and monitoring the levels of cash in the teller drawer and following all check cashing and cash handling procedures.  Dealing tactfully and efficiently with demanding customers.  Adhering to all bank security, audit, and compliance requirements.  Cross selling bank services.  Reporting any suspicious customer activity to bank managers.  Addressing customers by name with a smile and direct eye contact.  Accurately receiving, counting and distributing cash.  Selling financial services.  Assisting with bank branch audits.  Writing reports and correspondence on matters related to customer accounts.  Making small talk with customers whilst they are being served.  Opening new customer accounts.  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?  Assisting senior staff through research to come up with creative ideas.  Identifying marketing events that the company should be involved in.  Researching industry topics and related current news stories.  Coordinating sales campaigns with marketing agencies.  Writing up and delivering communications and key messages to staff, stakeholders and partners.  Writing content for the company's website and social media platforms such as Facebook, Twitter, Instagram and YouTube.  Assisting with the events on the marketing calendar.  Building relationships with clients, suppliers and the media.  Monitoring marketing trends in social media.  Taking ownership of customer enquiries and bringing them to a swift resolution.  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	<b>nuo 2005.09 iki 2009.06</b>
Degree	Professional Qualification
Educational institution	University of Kalamoon
Educational qualification	Banking & Finance

**Languages**

<b>Language</b>	<b>Speaking level</b>	<b>Understanding level</b>	<b>Writing level</b>
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 ≤ 3,500kg
Driver license from	2013-06-00 (11 years)
Salary you wish	16000 R per month
How much do you earn now	15000 R per month