



ZAHWA ALHIDDI

MBA, BSC

EDUCATION

AMA International University, Bahrain

- MBA Major in Finance – August 2007
- Bachelor of Science in Business Informatics – December 2005

University of Bahrain.

Diploma in Business Information Systems – 2001 – 2005

Indian School, Bahrain

Central Board Secondary School Certificate (CBSE) – 2001

PERSONAL PROFILE

Over 15 years of experience demonstrating Commitment and focus on Customer care and Operations in different fields. Excelled in different fields and professions. Able to assimilate complex issues and identify strategic approach to problem solving by using strong negotiation and interpersonal skills.

CONTACT

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LINKEDIN

Zahwa AlHiddi

KEY STRENGTHS

- Fast learner & confident
- Enthusiastic Team Leader & Player
- Strategic thinker & Planner
- At ease while addressing /communicating with superiors and high ranked individuals.
- Expertise in Financial, Communications and Development fields.
- Empathetic
- Negotiation and influential skills.
- Excellent presentational skills.

WORK EXPERIENCE

Eagle Hills Diyar – Marassi Al Bahrain

Manager Customer Care

April 2018–Present

Eagle Hills is an Abu Dhabi-based private real estate investment and development company.

- Lead customer care and facility management team in handling customers and community operations, to meet the expectations of both management and owners.
- Ensures all customer issues, snagging, home orientation and handover are accomplished in a perfect manner.
- Conduct performance management reviews and appraisals
- Requires conceptual thinking in complex/completely new situations.

American Express Middle East & Africa

Head VIP Relations – 2014 – 2018

Premium Servicing Manager – 2011 - 2014

American Express is one of the world's largest multinational financial services companies.

- Utilizing customer & product knowledge, sales & relationship skills to achieve targets set for the markets.
- Handling sensitive customers and building customer loyalty
- Cross-sales and marketing company's products.
- Liaising between HQ groups (Marketing, Risk, New Accounts and Premium Product Servicing Team) and local market support team to ensure full alignment and excellent outcome for cardmembers
- Superior communication and presentation skills in both Arabic and English.

PROFESSIONAL QUALIFICATIONS

Protocol School of Washington – March 2015

Diploma in International Protocol

Bahrain International Corporate Social Responsibility Conference and Exhibition - 2015.

Diploma in CSR Strategy and
Leadership

REFERENCES

Available on Request

Bahrain Telecommunication Company (BATELCO)

Corporate Account Manager

June 2006 – June 2011

Bahrain's first telecommunications link to the rest of the world
dates to 1864.

- Produced proposals to business customers to meet their requirements and promoted Batelco products and services.
- Resolved high level customer complaints and promoted Batelco's image by providing courteous assistance and world-class customer services.
- Promoted Batelco's products/services through presentations, MARCOM materials and word of mouth.

AMA International University

Instructor / Lecturer / Proctor

January 2009 – April 2009

Lectured the below 3 courses:

- Marketing Strategies
- Business Culture and Environment
- University Ethics

Bank of Bahrain & Kuwait

University Trainee – Customer Service

March 2006 – June 2006

- Opened and closed accounts for customers.
- Generate loan accounts
- Assist customers in their queries, credit card payments etc.
- Assisted and solved customer's issues

HSBC Bank

University trainee – Customer Service, LPO Registration and Management

September 2005 – March 2006

- Assist in cross-selling, account enquiries and solving customer issues.
- Checking share subscriber's documents and assist in subscription
- Assisted in DANA GAS and NASS LPO

Taib Bank B.S.C (c)

Securities & Research

Summer 2000 & 2001

TAIB Bank, a private bank based in Bahrain, was established in 1979 and is regulated by the Bahrain Monetary Agency.

- Maintained Client's profiles, status and kept track of regular information updates in the database.
- Monitoring stock rates
- Compiled information about Commercial and Industrial sectors of the Kingdom published Medias.
- Updated annual and semi-annual reports of Commercial and Industrial sectors, and compared their outcome throughout the year.