

Shamah Yahya Hayan

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 Riyadh, Saudi Arabia



Career Objective

A passionate verification expert with 11 years of proven achievements, seeking enthusiastically to join your team to create innovative strategies that enhance performance and achieve new successes together

Education

Diploma of Applied Sciences

King Abdulaziz University, 2022

Diploma of Insurance

Yamama University, 2013

Experience

Verification Expert

AI Yusr Leasing & Financing | Oct 2014 - Present

- Professional experience spanning from 2014 to 2025 in the fields of customer service and legal affairs.
- Provided professional support by responding to customer inquiries and effectively handling complaints.
- Oversaw electronic review and accurate documentation of customer files, contributing to improved operational efficiency.
- Effectively coordinated legal session schedules and enhanced execution procedures through electronic systems such as "Najiz".
- Strong skills in reviewing new customer applications and rescheduling financing, while ensuring accuracy of required documents.
- Proven experience in verifying the validity of financial data, including salary definitions, bank statements, and SIMAH reports.
- Responsible for decision-making regarding loan approvals and fund disbursement to clients, with a strong focus on improving the customer experience.
- Organized and responded to customer inquiries via phone, achieving high customer satisfaction.
- Handled customer complaints, successfully resolving 90% of them.
- Reviewed and archived files electronically, enhancing the efficiency of the documentation department.
- Coordinated court sessions and implemented execution decisions, increasing the effectiveness of legal procedures.
- Verified the accuracy of financing documents, achieving a 30% reduction in approval time.

Courses and Certificates

Financial Institutions | May 2015

- Preparing new customer applications in accordance with procedures and standards.
- Introductory Course on Insurance.
- Credit Introduction.
- Electronic Archiving.
- Creative Thinking and Innovation.
- Enhancing Modern Skills to improve performance levels and increase productivity.

National Business Leadership Institute

- Fundamentals of Strategic Planning.
- Managing Business Projects.
- Contracts and Partnerships for business development.

Institute of Distinguished Women

- Certificate in Computer Office Work.

Skills

- Customer Service Excellence
- Legal & Administrative Knowledge
- Data Management
- Sijil Program
- Financial Analysis & Verification
- CRM & Office Tools
- Attention to Detail
- Najis Program
- Communication Skills
- Team Collaboration
- Decision Making
- Thiqah Program

Language

- Arabic: Native
- English: Limited working proficiency

