**First Name of Application CV No 1661184**

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Dear Sir,

Kindly accept this letter and the enclosed resume as my application for a senior level position. Let me briefly explain how I can contribute.

#### I'm very ambitious, leader, efficient, decision making, active,mindful, self motivated, and goal oriented person who has 16 years of work experience in banking,sales management,international marketing, customer service,international finance, public relations, promotion and personal selling, international HR, managerial accounting, retail operations and administration in different business industries, gave me a reliable and adequate experience .Also I'm eligible and acquainted to the gulf culture due to my residency in Doha for 12 years.

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For Example; over eight years of detailed understanding , managing and achieving over target requested, *(as head of customer service and operations) I am proud to be part of this achievements.* The proper analyzed reliable data and information concerning our business strategic plan through out the year,by using internal control systems in a friendly enviroment to facilitate effective decision making and problem solving were my major concern for management and dealing with deadlines in a very professional and positive attitude.

Career Objective

As an experienced banking professional, I would like to work as a manager with a reputed organization . I would be making use of my past years of experience in performing the managerial work at its best. My work would involve strategic planning for sales and marketing all bank products and also to direct the office operation of the branch, to provide optimum bank services and to demonstrate effective leadership to support various banking products and operational service levels, resulting in customer growth and increased profits for the organization.

Area of Expert

Banking,Retail Banking, [Branch Administration](http://www.linkedin.com/vsearch/f?keywords=Branch+Administration&trk=profile-skill-section), Customer Satisfaction, [Sales Operations](http://www.linkedin.com/vsearch/f?keywords=Sales+Operations&trk=profile-skill-section) ,[Team Building](http://www.linkedin.com/vsearch/f?keywords=Team+Building&trk=profile-skill-section) ,[Deposit Growth](http://www.linkedin.com/vsearch/f?keywords=Deposit+Growth&trk=profile-skill-section) ,[Branch Operation](http://www.linkedin.com/vsearch/f?keywords=Branch+Operation&trk=profile-skill-section) , problem solving, international marketing, international finance, sales management, public relation, customer care, private banking,[Quality Management](http://www.linkedin.com/vsearch/f?keywords=Quality+Management&trk=profile-skill-section),leadership, operations management, HR, promotion and personal selling, sales management and managerial accounting, Budgeting.

Career Highlights

Head of Customer Service & operations Blom Bank Egypt Noveber, 2007 –presently

* responsible for all the daily activities of the branch by selling all bank products ( cr.cards-loans –over draft – mortgage....) also ensure the success of respective branch by providing excellent banking services for its customers.
* ensure that clients maintain the deposit base growing and determine ways and promotions to improve the profitability and productivity of a bank branch.
* create and analyze management information and reports for top management.
* Accomplishes customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
* Analyzing statistics and other data to determine the level of customer service provided, keeping accurate records of discussions or correspondence with customers.
* Developing the branch’scustomer service procedures, policies and standards, as well as meeting other departments’managers to discuss possible improvements to customer service.
* Achieves customer service objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards.
* Responsible for the annual market plan and the budget by giving reports to the top manangement every quarter .

Head of marketing teamTVB;December'2003 – September2007

* Develop pricing strategies, balancing firm objectives and customer satisfaction.
* Identify, develop, and evaluate marketing strategy, based on knowledge of establishment objectives, market characteristics, and cost and markup factors.
* Formulate, direct and coordinate marketing activities and policies to promote products and services, working with advertising and promotion managers.
* Negotiate contracts with vendors and distributors to manage product distribution, establishing distribution networks and developing distribution strategies.

Administration Managerlink Misr; july'1997- December'2003

* To plan, direct, or coordinate supportive services of an organization.
* Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.
* Provides supplies by identifying needs for reception, switchboard, mailroom, and kitchen; establishing policies, procedures, and work schedules.
* Provides communication systems by identifying needs; evaluating options; maintaining equipment; approving invoices.
* Contributes to team effort by accomplishing related results as needed.
* Improves program and service quality by devising new applications; updating procedures; evaluating system results with users.
* Achieves financial objectives by anticipating requirements; submitting information for budget preparation; scheduling expenditures; monitoring costs; analyzing variances.

Professional certifications & Training

* Mtd – sales management skills- Egyptian banking institute2012;
* Internal bank auditing course -2012;
* Team building course-American chamber of commerce in Egypt 2012;
* Trade finance and Money laundry in 2008;
* Comprehensive training program for banker at the Egyptian banking institute;2007
* west gate consultants course for customer care;2008
* awareness of risk management 2013
* essential of leadership- 2013
* leading high performance teams 2013
* Coaching for Success 2013
* Awards
* Bank best seller award at 4th quarter in 2010;
* Award from west gate consultants in 2008;
* Award from Egyptian banking institute in 2007.
* Award from Egyptian banking institute in2012
* Award from American chamber of commerce in 2012

Academic record

* BSc.(tourism)from faculty of tourism and hotels
* Business administration courses from AUC;
* *Studying MBA at Arab Academy for Science, Technology & Maritime Transport*

*( International Business )*

**Skills/Qualifications:**Customer Service, Process Improvement, Decision Making, Managing Processes, Staffing, Planning, conceptual; Human skills; Analyzing Information, Developing work Standards,

Personal details

Date of birth : 13thApril, 1974

Nationality : Egyptian

Number of Dependents : 2