***Personal Information…***

* ***Name: Haitham***
* ***Date of Birth: 25/08/1980.***
* ***Gender: Male.***
* ***Marital Status: Married.***
* ***Place of birth: Cairo.***
* ***Nationality: Egyptian.***

***Objective…***

***Seeking a challenging role where I can use my potential and skills to contribute achieving the company’s targets, mission and vision by dedication all my experience and knowledge.***

***Education…***

* ***Bachelor degree in Social work - Cairo university.***
* ***Risk Management & Compliance Program (Emirates Institute for Banking).***
* ***Human Resources Management & Leadership Programs (Emirates Institute for Banking).***
* ***Marketing, Sales & Customer Service Programs (Emirates Institute for Banking).***

***Experience…***

***Feb 2015 till Now working as Senior Business Development in JCB International, Dubai.***

* ***Establish and enhance successful account relationships between the bank and (current, prospective) clients in the region which measured by retention profitability, grow and customer satisfaction.***
* ***Accountable for day-to-day clients’ relationship management which includes developing and sustaining a positive business environment.***
* ***Build and maintain strong relationships up and down the clients’ organization across Business, Technology and Operations.***
* ***Develop and seek new business opportunities from (existing, prospective) clients by offering and introducing and selling the bank new products to them.***
* ***Work with clients’ to identify Company opportunities, and define clients’ business requirements.***
* ***Prepare feasibility studies and proposals, pursue and conclude sales.***
* ***Integrate with the Business Development team across the region.***
* ***Achieve and maintain agreed service levels for existing clients on technical and business matters.***
* ***Establish and manage a long-term business contractual relationship with the selected client base.***
* ***Co-ordination with other team members for client requirements, including site visits.***
* ***Increase client revenue stream year-on-year.***
* ***Enhance the new billing potential with the client.***
* ***Providing an escalation path for the client.***
* ***Develop and maintain relationships with Client’s employees on operational/business level being a consistent point of contact in this engagement, and offering consultation when required.***

***June 2009 till Jan 2015 worked as Senior Business Development and Relationship Manager Network International (E- NBD Bank), Dubai.***

* ***Engages in business development activities and solicitation of new business.***
* ***Seeks out, actively participates in and applies education related to Bank products and services.***
* ***Works with clients and prospective clients to identify banking needs.  Collects information required to evaluate their creditworthiness and service requirements.***
* ***Performs assessment and analysis of financial condition and credit risk within the framework of the Bank’s credit culture and current economic and industry trends.***
* ***Distills relevant client financial and industry information, prepares client presentation material as appropriate.  Able to communicate any relevant client-related issues and/or challenges.***

 ***March 2007 till June 2009 worked as an Operation Officer Network International (E- NBD Bank), Dubai.***

* ***Manage current deposit operations and retail banking operations and products, including management and support of the deposit processing platform.***
* ***Implement new product processes and procedures as management dictates including cash related functions.***
* ***Adhere to compliance and operational risk controls in accordance with Bank and regulatory standards, policies and practices and to report/correct control weaknesses, compliance breaches and operational defects.***
* ***Assess risk in the deposit operations area and implement effective risk controls and mitigates.***
* ***Monitor deposit customer accounts for suspicious/fraudulent/elder abuse activities;***
* ***Maintain account agreements between Triumph Savings Bank and its customers.***

## ***July 2006 till Feb 2007 worked as*** [***Customer Services and Support Representative***](http://www.indeed.ae/rc/clk?jk=efa8d0ac6e868dcc)***.***

* ***Handle transactions and answer customer queries.***
* ***Decipher customer needs and offer the best solution based on proper company policies.***
* ***Effectively communicate ideas, suggestions and answers.***
* ***Refer customers to people who specialize with the type of problem or query they present.***
* ***Complete complex money-related transactions.***
* ***Offer upgrades and new banking services or products.***

***Skills…***

***Communications and Negotiations skills…***

* ***Excellent communication skills both written and oral in Arabic and English.***
* ***The ability to analyze a problem to determine the interests of each party in the negotiation.***
* ***The ability to prepare before meetings and to determine goals, areas for trade and alternatives to the stated goals. In addition, study the history of the relationship in case of an existing client.***
* ***The ability to listen actively to the other party during the meetings.***
* ***The ability to keep his emotions in check during the negotiation.***

***Relationship management (customer service) and Presentation skills…***

* ***The ability to relate with customers along on all aspects, and to understand their needs and to provide them the best customer service for their requests.***
* ***The ability to make effective telephone and face to face contact with the public, and clients.
The ability to well present product and to convince customer about it, as well as sales skills.***

***Computer Literacy…***

* ***The ability to work in data programs for reporting client’s private information.***
* ***Knowledge of Microsoft Office (especially word, Excel and outlook) windows and Mac.***

***with your co-workers skills…***

* ***The ability to work as part of a team and use own initiative where applicable.***

***Financial skills…***

* ***The ability to build a sound budget and formulate reasonable forecasts.***
* ***Knowledge about handling a bank receipts, checks, cash and daily reports.***
* ***Financial skills with an ability to understand and analyze figures and use Putty, Vision Plus, Prime, Finacle, Synergie, Base 24, Coldand BA.***

## ***CRM programs knowledge…***

## ***The ability to use the modern customer relationship management (CRM) software to keep a record of interactions with all customers.***

***Training…***

* ***Office management and administration Course.***
* ***Sales management course.***
* ***customer services course.***
* ***Advanced English courses.***
* ***Time management course.***
* ***Achievement goals Course.***
* ***Communication skills Course.***

***Languages…***

***(Reading, Writing, Conversation)***

* ***Arabic and English – Fluent.***

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