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| |  | | --- | | Skills Having ten years of Marketing and Customer Service experience  Market Research & Development, Customer service,  Operations, Business. Analysis / Project  Management, Training & Recruitment.  Excellent experience in customer service and sales/consulting with sound   * Knowledge of the Process market dynamics, management skills  Team building. Profit making through new business initiatives | | ExperienceCustomer service officer | union national bank | from 15/07/2016 till date Open accounts KYC and make daily reports and send to operation.  Find customer needs and make cross sale. and make a good relation and try to convince them for investments plans.  Work to achieve the target of the branch  Listing companies as bank criteria  Handling the customers queries face to face, over the phone or via correspondence  Cross selling for SME, deposits, personal loans, Auto loans, credit cards, home finance and all bank services.  Putting into effect new procedures and policies passed down from managers Sr customer service officer | ALHILAL BANK |FROM 10/12/2015 TILL 27/06/206 Managing branch operations day to day activities like handling of vault operations Account opening KYC for existing and new customers Guiding of new employers in defining the work environment  Ensuring the smooth running of basic banking transactions In charge of interacting with clients and providing them proper information concerning the products and the services offered by a certain bank. In charge of understanding the client's problems and of resolving their complaints. In charge of handling common complaints and questions, but when it is necessary, they may provide support concerning the clients' particular complaints. IN charge of advising the customers what service or product would be appropriate for their requirements. Must make usual updates and changes to a client's account or profile concerning their information. Must also update the transactions and keep a database of the customers' information. Responsible for DDA (direct debit authority) system by applying new requests Responsible for managing the FTS(fund transfer system ) inward and out word transactions In charge of opening deposit accounts for bankclients.In charge of interviewing the clients in order to obtain their financial information and of explaining the services available within the bank. Customer service officer / Dubai Islamic Bank/From 01/02/2012 till 10/11/2014 Advising clients on raising loans and investment plans Building strong relationship with high net worth individuals Answering any financial and banking queries and advise for the best, Providing advices for investment . Advising companies on how to effectively use their money to grow their business , Analyzing financial reports  In charge of providing help to the clients so that these ones resolve their account problems i also help the clients to complete credit applications  In charge of investigating account errors  In charge of presenting the finances received from clients to a bank teller for deposit and of obtaining proofs of payment from the customers In charge of executing wire transfers of funds In charge of admitting clients to protected credit vault. Marketing new financial products or services. Education **Licentiate of law 2005 ( General Law – Criminal Law )** | | |  | | --- | | Objective I'm seeking a work in the real practical world , especially in the field of customer service where I feel that my interests, experience and education will enable me to contribute in the success of the organization using my skills, learning and hard work . My objective is to obtain a challenging and responsible position. | | |  |  | | --- | --- | |  |  | |  |  | |  |  | |  |  | | | Volunteer Experience or LeadershipHandling the branch team in branch manager vacation | |