**ADEL**

**ADEL.337398@2freemail.com**

**Nationality: Egyptian**

**Languages: Arabic and English**

**Job Objective:** Seeking good position especially in banking which my professional experiences and qualifications will help encourage the growth of the organization and my career.

**Qualifications Highlights**

|  |  |  |
| --- | --- | --- |
| ● Branch Banking | ● Management skills  | ● Initiative |
| ● Effective Team player | ● Customer service | ● Team management |
| ● Time management | ● Strong Computer skills | ● MIS Reports/Analysis |

**Academic Qualifications**

* Diploma Degree in Business system analysis & design, NCC Education- 2002
* Bachelor of Science, Alexandria University – Egypt - 2000

**Skills:**

1. Good command of English and Arabic (spoken/written).
2. A confident, effective team player with initiative.
3. Able to work independently and handle a team.
4. Planning and organization skills.
5. Communication and Problem solving skills.
6. Negotiation and analytical, able to judge and coordinate with the supporting units.
7. Ability to work under pressure
8. Computer literacy

**Professional Experience**



**Abu Dhabi Islamic Bank, (Dubai, U.A.E) Apr 2014 –Jul 2016**

**Team Leader – ADIB@work Retail personal Finance Sales Unit 2 years**

**Functional Area**: **Sales**

Supervising, guiding and motivating team to work together and ensure they’re delivering target and good customer service. Delegate workload as well as monitoring them to make sure target is done.

* Make sure that staff are motivated and monitored in line with target & business skills
* Leading, Assisting, training and development for my team of 14 Islamic finance Executive
* Complete team recruitment and other operational paperwork.
* Daily activity i.e. hurdles, Appointments, Meetings and Acquisition reports of daily sales.
* Handling customer complaints, resolving problems and any issues which arise
* Producing accurate reports on my team performance
* Participate in bank promotional events to increase sales
* Comply with Bank policy (KYC/ AML) and guidelines
* Reporting to [sales senior level management](http://www.totaljobs.com/careers-advice/job-profile/customer-services-jobs/customer-service-manager-job-description) (Sales Manager).



**Commercial bank international, (Dubai, U.A.E) Dec 2009 – Apr 2014**

**Personal Banking Advisor (PBA/RRO) Ettihad Branch 4 years**

**Functional Area**: **Branches**

Maintain relationship with customers & being a Bank representative responsible for accounts management, loans, credit cards, fixed Deposits , system maintenance & follow up, also to handle clients documents and inquires on an extremely professional manner and assisting banking target as Retail Relationship Officer representing the bank.

* Provide high level of customer service in branch.
* Sales for Retail, SME and Home Finance products.
* Cross selling all retail bank products (Accounts –Loans – Auto – OD - Credit Cards)
* Documents verification (ID, statement, Certificate, passport).
* Handling customer Facilities requirement, approvals & deferments as per Policy matrix.
* Customer complaints management and resolve as per the guidelines.
* Understand customer requirement and ensure customer satisfaction in branch.
* Customer KYC & anti money laundry (AML) highlights.
* Perform the tasks with complete satisfaction to customer, within TAT, ensuring highest quality and according bank policy and SOP.
* Reporting to customer Service manager & Branch Manager.



**CBI- Commercial bank international Feb 2007 – Nov 2009**

**Team Leader Call Center 3 years**

**Functional Area**: **Call Center**

* Supervise an inbound contact center phone banking environment.
* Handle a team of 11 agents during shift confirm high service level in call center.
* Train agents to Sell & cross sell all banking products (Loans – Auto Finance – credit Cards).
* Perform market research, IVR, conduct outbound sales promotions.
* Handel clearly customer complains in a better way to resolve client’s problems.
* Performing other related marketing outbound calls & banking surveys.
* Training new officers in the contact center on application, calls handling.
* Staff development & training to enhance knowledge base skills.
* Reporting to contact center manager.

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**Nestle-Waters** **(Dubai, U.A.E) Dec 2004 -Jul 2007**

 **Supervisor- Call Centre In-Charge Call Center 2 years**

* Responsible of Nestle water call center department, 8 staff supervising, supporting and monitoring.
* Training the call center Team in order to answer professionally all inquiries, complaints and support marketing & sales team.
* Maintain quality & service level dealing with call efficiency; abandon calls, attendance & KPI.
* Helping over to increase service level on emergencies or delivery shortage.
* Dispatch customer’s orders & Maintain Customer satisfaction, constantly seeking new ways to improve customer service & effectively solve customer challenges.
* Reporting to operation manager.

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**ADNOC - (ECG)** **(Dubai, Abu Dhabi, U.A.E) Dec 2003 -NOV 2004**

**Call Centre Executive**

* Answering phone & having a Professional phone etiquette.
* Handel clearly customer queries & listen to complains trying to solve problems or forward it to a concerned department.
* Receive complaints from different sites, verify information & Dealing with all type of customer levels.
* Service any emergency call & making Telesales.

**DONIA COMPUTER, (Alexandria, Egypt) Nov 2002- Dec 2003**

# Instructor

* Mouse Instructor) Training on MS Office 2000 “Win XP, Internet, Outlook, Word, Excel, PowerPoint, Access.

**ATLAS COMPUTER, (Alexandria, Egypt) Jan 1998- Nov 2003**

**Technical Support Engineer**

Brief job description:

* Assembling, Installation and Troubleshooting (Hardware & Software), Customer, troubleshooting, networking (home Sharing, Internet on Local Network.

**Training**

|  |  |  |
| --- | --- | --- |
|  | Course | Location  |
| **Banking**  | 1. (KYC & AML) Money Laundry - know your customer
2. Retail Banking Products
3. Selling Skills Course.
4. Customer Relationship Management.
5. Anti-Fraud money laundry.
6. Contact Center telephone etiquette
 | CBI - (RBG)CBI - (RBG)CBI - (RBG)CBI - (Contact Center)CBI - (Contact Center)CBI - (Contact Center) |
| Others  | 1. MCP Win XP - management – Presentation – Communication.
2. Operating System: Dos /Win 98 /Me /XP.
3. Application: Ms Office2000 / FrontPage & Ms Project.
4. Database: Access Programming – Dbase – RDBMS.
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**EXTRA MILE**

* Working with compliance Department on Fraud cases along in 2012 - 2013 in CBI.
* Bank policy and processes which may lead to create new products, reduction in cycle time, cost reduction and customer satisfaction.

**Personal profile**

* Marital status: Married
* Religion: Muslim
* Driving License: UAE driving license
* Willing to travel: yes
* Experience within UAE: 12 years
* Banking experience: 10 years – since 2007