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**ROEL**

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D.O.B 15th December 1978 \* Nationality: Filipino \* With Driving License

**Career Objective**

To be serving an organization where I can invest my time and level of expertise for the mutual benefit of both parties involved.

**Qualification**

* Team Player and operation work oriented.
* Over 8 years of experience in field of Customer Service, Sales Support and Liasing.
* Able to motivate and managed a team.
* Excellent in public relation skills with the ability to communicate in both English and Tagalog.
* Versatile and a quick learner who loves challenges and adapts very well to new situations.
* Able to thrive in a fast-paced environment that involves multiple task management
* Excellent in Reports and Data analysis.

**Work Experience**

**Designation: Receptionist / Document Controller Tilal Properties LLC**

**From: January 2017 - Present (Sharjah, UAE)**

**Receptionist**

* Answering all incoming calls and handles caller’s inquiries as appropriate / Re-directs calls as appropriate, takes and relays adequate telephone and fax messages.
* Receiving & re-directing visitors.
* Monitors the use of office stationary and maintains an adequate inventory records.
* Performs general administrative duties as required (documents binding, copying, scanning, laminating, faxing documents, etc.)
* Sorts and routes incoming/outgoing mail and courier deliveries and keeps tracking records.
* Opens and date stamps all general correspondence
* Provides administrative support to managers and staff as required.
* Monitors and reports daily attendance for all office staff
* Coordinates the driver’s daily tasks and destinations and maintains a record log
* Responsible to place orders for the pantry items and keeps records

**Document Controller**

* Follows document control procedures as per the Operations Requirement
* Maintains and controls document register and updates it regularly with all incoming and outgoing information.
* Prepares outgoing document transmittals and ensures proper submission to the relevant parties with an official acknowledgement of receipt.
* Distributes documents in a timely manner to the concerned persons in accordance with the distribution matrix as authorized.
* Manages the proper storage of the documents hardcopies in the appropriate physical location in accordance with the manual filing system.
* Administers the distribution / circulation of internal and external documents.

**Designation: Personal Banking Executive – (Branch) Emirates Islamic Bank**

**From: October 2015 - April 2016 (Dubai, UAE)**

* Dealing with the customer queries face to face, over the phone or in writing.
* Opening of customer personal or joint account and explaining the benefits that they can get from the bank (current or any saving account)
* Understand customer needs, recommending suitable products and making sales.
* Provide relationship service support and one-stop service in fulfilling customer’s service and sales.
* Profile each and every customer to understand their needs
* Provide constructive and constant feedback on improvement of products, services, processes which may either reduce cycle time or costs or enhance customer satisfaction.

### Designation: Senior Sales Officer (DSU) National Bank of Abu Dhabi (ADNIF)

**From: January 2013 – August 2015 (Dubai, UAE)**

* Working with targets in the competitive market of Dubai, Sharjah and Abu Dhabi.
* Sourcing business products for Islamic finance, Auto Finance and Credit Cards for the brand ADNIF with compliance of Central Bank rules and policies set by Sharia’s department.
* Follow the procedure keeping in mind the smallest detail which could be considered flaw if not attended carefully.
* Documentation and analyzing the authenticity of the documents and credibility of the customer.
* Nurture the growth of long-term business relationship with target retail customers by providing them with substantial added value in seizing financial opportunities.
* Personally effective at building the business, deepening relationships and increasing targeted customers through the execution of an effective sales process
* Growing the number of new relationships via conversion of customer referrals, marketing leads and self-generated leads.

**Designation: Direct Sales Unit Coordinator Abu Dhabi Islamic Bank**

**From: May 2008 – January 2012 (Dubai, UAE)**

* Coordination with Direct Sales Team for Islamic Finance product.
* Creating and maintaining reports in Excel, Day-to-Day Analysis of MIS Reports.
* Responsible for generating various Islamic Finance & Cards MIS report on daily basis.
* Coordination with Credit, Operation, Policy & Collection on various day to day issues.
* Coordination with Operation Dept. for Islamic Finance disbursal on day to day issues after approval from Credit.
* Coordination with Managers, Team Leader & Sales Officers for various approvals / follow-ups day to day issues.
* Updating Direct Sales & Sales Training Dept. on Credit Policy changes.
* Analyzing / Pre-screening of finance applications based on Credit Policy, Approving and Sending files to Credit Dept. for further processing.
* Reviewing cancelled and rejected finance applications with Credit & Policy.

**Training Courses:**

* 2015: NBAD Corporate banking workshop
* 2015: Customer Relationship Management (CRM) Training
* 2014: Roadmap to Sales Excellence for Officer
* 2013: Anti Money Laundering

**Education Attainment:**

**1997-1999:** Bachelor of Science in Business Administration

University of the East, Philippines