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| **Abdulrhman**  [abdulrahman.379896@2freemail.com](mailto:abdulrahman.379896@2freemail.com)  **Dubai – UAE** | | | | |  | | | |
| **Qualification Profile** | | | | |
| Results-oriented Officer with 4 years’ experience in analyzing customer deals and prepare financial reports to determine or maintain record of assets, financial advice, customer complaints or other support activities within an organization. | | | | | | | | |
| **work**  **experience** | C:\Users\hp\Desktop\Damac-4329990-logo-1494332831.jpg | | | **Relationship Manager** | | | **Nov 2017 Up To Date** | |
| * Handling the telesales lead and the stands leads effectively and provide an update for it . * Managing the relationship between Damac and the real estate brokers . * Providing the investments consultancy for the VIP clients regarding the best investments opportunities in real estate market . | | | | | | | | |
| **work**  **experience** |  | | | **Islamic Finance Officer** | | | **June 2014**  **To Oct 2017** | |
| * Communicating with the car agencies and giving the full support * Effectively handling the deals which are being received from the call center * Communicating and following up with clients * Providing financial consultations * Closing the files, in order to issue the dealers payments and deliver the cheques to them * Make a cross sell on our ADIB Credit/Covered Cards and providing the financial advice of the cards benefit * Handling the complaints from customers and provide the full support to the team in order to solve it * Provide customer service professionally * To satisfy customer needs and wants | | | | | | | | |
| **work experience** |  | | | **Customer Service Representative** | | | **2011**  **-**  **2012** | |
| * Attracts potential customers by answering product and service questions; suggesting information about other products and services. * Opens customer accounts by recording account information. * Maintains customer records by updating account information. * Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. | | | | | | | | |
| **EDUCATION** |  | | | Bachelor’s Degree in Banking and Finance | | | | **2014 - 2017** |
| Islamic Diploma Degree in Banking and Finance | | | | **2012**  **-**  **2014** |
| **SKILLS:** | * Time management * Relative costs and benefits | | * Active listening * Critical thinking | | | | | |
| **knowledge** | * Banking Systems * Accounting Principles | | * Customer needs assessment * Managing files and records | | | | | |
| **Work Style** | * Attention to Detail * Integrity * Dependability | | * Initiative * Adaptability/Flexibility * Social Orientation | | | | | |
| **LANGUAGES:** | Arabic  Reading, Writing & Speaking | | English  Reading, Writing & Speaking | | | | | |
| **Personal details:** | DOB  24-09-1991 | Nationality  Jordan | | | | Marital Status  Single | | |