|  |  |
| --- | --- |
| **Abdulrhman** 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:** | ArabicReading, Writing & Speaking | EnglishReading, Writing & Speaking |
| **Personal details:** | DOB 24-09-1991 |  Nationality Jordan  | Marital StatusSingle |