**LOIY**

**Email**| louy.329196@2freemail.com

**Professional Summary**

Investment Banker who enjoys the challenge of acquisitions, organizational restructuring and leading
projects from concept through to completion, driven Investment Banker with excellent presentation,
negotiation and interpersonal skills and Investment Banker who aggressively builds solid client bases and
drives revenue growth.

**Skills**

• Good knowledge of management software and • Excellent judgment according to the situation
usage of its tools • Excellent oral and written communication skills (
• Knowledge with Microsoft office kit – MS Excel, Arabic+ English)
MS Word, Power Point, and excel • Strong analytical and problem solving skills
• Good analytical and planning skills • Demonstrated typing proficiency with accuracy
• Good Accuracy and attention to details and speed
• Excellent problem analysis • Strong customer relations

**Work History**

Senior sales officer 02/2016 to Current
Abu Dhabi National Islamic finance Bank ( ADNIF ) – Abu Dhabi - UAE

· Attained existing client financial targets and generated new client base.
· Oversaw administration of various client services.
· Provided appropriate guidance and motivation to sales team members as needed.
· Established training programs set goals and conducted performance reviews of banking staff.
· Reported to management on new banking team member progress on a regular basis.
· Designed and proposed various banking insurance plans to management and individual customers.
· Oversaw trading and sales departments.
· Participated in capital markets securities exchange and securities issuance processes.
· Coordinated sales activities with marketing executive team.
· Assisted customers with deposits withdrawals and opening new accounts.

Sr.Banca Takaful (wealth management) & Customer service Officer 04/2014 to 11/2015
Abu Dhabi Islamic bank (ADIB) – Abu Dhabi - UAE

· Executed financial transactions according to bank policies and procedures
· Responded to customer inquiries, providing information on bank accounts, policies, products, and
services

· Assessed needs of customers, suggesting products and services accordingly · Researched and
resolved service-related problems
· Responded to customer inquiries, complaints and comments on a daily basis, and determined
corrective action for high-call volume department.
· Reviewed and verified transactions to ensure proper processing according to established quality
standards.
· Processed transactions, including money transfer, deposits and withdrawals and, data entry to update
client files.
· Ensured departmental compliance with company and regulatory agency records management and
retention policies and procedures, achieving 100% compliance.
· Ordered supplies and materials, ensuring sufficient on-hand inventory and securing sensitive and
propriety items.
· Opened/closed accounts including Checking, Savings, Money Market, Certificates of Deposit; ordered
bank supplies, ATM/debit cards, and loan applications.
· Provided navigational assistance with online and mobile banking.
· Led bank's Customer Service Recognition Committee to ensure that representatives were appropriately
acknowledged for providing superb customer service.

Customer service and Sales Executive 10/2008 to 03/2014
Amal Almashriq general trading – AMMAN - JORDAN

· Documenting sales for further review by auditing and records
· Processing payments by totaling purchases , processing checks , cash , and credit cards
· Negotiating variations in prices and liaising with suppliers about the products prices.
· Reviewing sales performance with my colleagues and making sure quality standards are met Sales &
Service Operations
· Drive sales initiatives and for strategic market positioning and ensuring the increase in sales growth
· Ensure territorial growth/development for increasing sales volumes.
· Map & analyze business potential, identify new profitable product & product lines. · Identify and
explore new markets and tap profitable business opportunities for business development.

Education

Bachelor degree: Economics 2013
Al YARMOUK University - IRBID - JORDAN