# Objectives

# My desired position would be one where I am able to achieve results either independently or as a member of a team. I am also open to finding a role where I can mentor or lead a team of staff utilizing my talent and experience which is focused on the field of Banking & Finance Industry, Managing Business development in real estate and travel agencies I want a long-term position with a stable company and to achieve a challenging career in an organization that enables me to stretch my capabilities to the very most and in turn enable me to contribute the very best of my services. I am most willing to accept a position deemed best suited to me in accordance to my experience and qualificationsExperience.

# Work Experience

**General Manager at Fly Ajman Agency**

**Jun 2018: Now**

* promote and market the business, sometimes to new or niche markets
* manage budgets and maintain statistical and financial records
* sell travel products and tour packages
* source products and destinations to meet consumer demands for bespoke travel and sustainable tourism
* deliver and exceed branch performance and productivity
* take part in familiarization visits to new destinations, to gather information on issues and amenities of interest to consumers
* liaise with travel partners, including airlines and hotels, to manage bookings and schedules, often a year in advance
* deal with customer enquiries and aim to meet their expectations
* provide sales reports to head office
* implement alternative and innovative ideas for achieving new business

**Sales Manager at heart of Europe Company**

**Jun 2017: Jun 2018**

• Responsible for selling across JK™s and THE HEART OF EUROPEproperties to high profile investors.

•Source potential investors and establish/maintain a good work relationshipTHE HEART OF EUROPE is a magnificent and wonderful location in the DubaiWorld Islands It is unique and there is nothing else like it in the GCC, Just 4.5 KMawayfrom Burj Al-Arab, our project is a Resort and Holiday homes, made of 6fascinating islands Sweden, Germany, Switzerland, Monaco, St. Petersburg andEurope Main Land stretched over an area of 6 million square feet overlooking

the full sea line of Dubai, the development the six islands designed to brings

together the best of European lifestyle experience where every Detail isunderpinned by luxury and perfection on the coast of Dubai.

* Advice and discuss various opportunities of property services
* Attend to inquiries from any walk-in clients
* Build awareness and knowledge of the property market
* Researches, prospects, obtain leads and develop new business opportunitiesin order to reach sales targets
* Captures leads and prospects and maintains a database for such prospects
* Ensures sales orders are created in Siebel and all milestones updated for alldeals closed
* Ensures all customer information is captured and recorded accurately in Siebel
* Validates and verifies all documentation submitted by the customers, prior toprocessing a sale to ensurecompliance with the policy at all times. \

**opportunities in**

* Updates himself of the competitors pricing and other initiatives
* Prospects and meets clients outside the sales office by scheduling meetingsin a way that do not affect sales center operations
* Completes other assigned tasks within given deadlines
* Ensures compliance with the sales policies at all times

**Relationship Manager with United Arab Bank Mortgage Dep Sharjah Head Office**

**Jan 2017: June 2017**

* Research clients who are eligible to take mortgage facilities from the bank
* Set quarterly acquisition targets, identifying leads and acquire new accounts.
* Operate as the main point of contact for assigned region clients, responsible for account management – one to one meeting through traveling and arranging presentations.

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| --- |
| * Build and maintain strong, long-lasting relationships with established clients and potent clients.Generate revenue to help meet quarterly targets.
* Provide commercial advice to key accounts clients to maximize the revenue.
 |

* Managing the customer mortgage case from A to Z such as getting evaluation for the property and arranging the insurance for the whole case with the insurance department and following up with the credit department to review the deal to get it done immediately
* opening a new channel with the real estate companies for developing the business
* September 2012 till March 2016 working as assistant Relationship Manager
* With Emirates Islamic Bank Sharjah branch
* Research clients who are eligible to take any facilities from the bank same like personal LOANS or SME and Mortgages plus opening accounts as per bank policy plus the normal customer service work in the branch same like opening accounts for companies or personal accounts, ets…
* Set quarterly acquisition targets, identifying leads and acquire new accounts.
* Operate as the main point of contact for assigned region clients, responsible for account management – one to one meeting through traveling and arranging presentations.

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| * Build and maintain strong, long-lasting relationships with established clients and potential clients.

Generate revenue to help meet quarterly targets. Provide commercial advice to key accounts clients to maximize the revenue.  |

* Managing team of 5 person who working under me and setting up for them the yearly strategy of the
* time for listing it in the bank and start getting business from it to the organization

 **Assistant Relationship Manager with Emirates Islamic Bank Sharjah branch**

**Sept 2012 till Mar 2016**

- Research clients who are eligible to take any facilities from the bank same like personal LOANS or SME and Mortgages plus opening accounts as per bank policy plus the normal customer service work in the branch same like opening accounts for companies or personal accounts, ets…

Set quarterly acquisition targets, identifying leads and acquire new accounts.

Operate as the main point of contact for assigned region clients, responsible for account management – one to one meetings through traveling and arranging presentations.

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| Build and maintain strong, long-lasting relationships with established clients and potential clients. Generate revenue to help meet quarterly targets. Provide commercial advice to key accounts clients to maximize the revenue.  |

- Managing team of 5 person who working under me and setting up for them the yearly strategy of the sales

**Customer Relationship Officer with Rak Bank**

**Aug 2009: Jan 2012**

* Research clients who are eligible to take any facilities from the bank same like personal LOANS or CREDIT CARD as per bank policy plus the normal customer service work in the branch same like opening accounts for companies or personal accounts, ets…
* Fix appointment after the duty time with the eligible clients and explain to them every
* Thing about the product and the requirement docs. and help them also to be aware of the contract policy between the bank and the client.
* Collect and verify all the necessary documents (Passport copy, bank statement of account, salary certificate, etc…).
* March 2006 till March 2009 – present, senior Sales Executive (credit cards) with First GulfBank in Dubai, U.A.E
* To achieve a target of selling huge number of varieties of credit cards to the potential customers.
* To target new as well as existing companies for the investment program of the bank.
* To convince customers that this credit card is the best in the market as compared to the others.
* To handle the customer complaints appropriately, and if required; making the situation visible to the superiors who have authority of making decisions.
* To have a proper follow-up with the credit card cases which are under process and updating the status to the customer.
* To prepare a proposal for new companies which are not listed on the bank’s MIS, and having a detailed follow-up with the credit department

# Education

Bachelor’s Degree in Quality Production of Technology, The Higher Institution for Technology, Egypt.

1998 – 2001 Certificate –

**OTHER SKILLS:**

Good communications, interpersonal skills, customer service skills and public relation skills. Standard PC Skills: Microsoft Word/Excel/Power Point, Internet Explorer, Windows versions.

**Training Courses:**

Microsoft Office Certificate

Internet Explorer Course

Business Communication

Customer Service (up your service)

Islamic Banking

Sales Skills

**Driving license**Available + own Car

**MY Competencies:**

Highly flexible to suit any kind of requirements and environments, willing to work long hours, shift works (even on weekends and public holidays). Excellent command of the English language, excellent listening skills, has a passion for perfection, keen eye for details and takes special pride in my job. Friendly, outgoing, team player and has a bubbly personality. Able to work under stressed environments and independently.

**MY MISSION:**

## I would like to rub shoulders with a spectrum of industry newcomers, professionals and experts. I have a passion for winning, working on complex projects with zeal, determination and an indomitable spirit of coming out victorious. I am channeled to achieve immediate targets with an eye on long-term results. I have a penchant for creative thinking and want to grow with a corporate family. I want to work in an international collaborative environment, want to prove my mettle in a competitive professional organization. I want to be recognized and rewarded for the value I bring in both as an individual contributor and a team member.

**Languages**

Arabic (**Mother Tongue**) English ( **Fluent** )

**References**

Will be available upon request