



# HUSHAM ELARIFI

BRANCH MANAGER

📍 Alrayyan, Doha, 00100, Qatar

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## ABOUT ME

Driven and disciplined professional eager to excel in banking and customer service, seeking to contribute enthusiasm and skills in a dynamic team-oriented environment that fosters growth and development. Passionate banking professional with a strong focus on customer service, seeking to leverage expertise and energy in a team that values growth and collaboration.

Motivated banking expert with a zeal for customer service, eager to bring dedication and a collaborative spirit to a vibrant team that encourages professional advancement.

## LINK

LinkedIn :  
<https://www.linkedin.com/in/husham-elarifi-b1429982>

## LANGUAGES

ARABIC

ENGLISH

## PERSONAL DETAILS

Date of birth  
17 Mar 1982

Nationality  
Sudanese

Marital status  
Married

## WORK EXPERIENCE

### QATAR NATIONAL BANK

Khartoum -Sudan  
Jun 2021 - Feb 2023

#### Branch Manager

- Spearhead branch operations, ensuring optimal resource and staff management.
- Drive the achievement of sales targets through strategic planning and team leadership.
- Champion exceptional customer service to foster client satisfaction and loyalty.
- Successfully escalate branch revenue, demonstrating effective growth strategies.

### FIRST ABU DHABI BANK

United Arab Emirates  
Sep 2016 - May 2019

#### Assistant Branch Manager Backup

- Make sure the branch operates smoothly everyday, motivates customer service offices & provides a high standard of service.
- Following approval for wealth, private & corporate customers.
- Verify TOD service for salaried customers as per credit policy .
- Approve opening/closing all types of account for the branch .
- Investigate any transaction with operation / compliance team to avoid any misuse of bank records and losses.

### FIRST ABU DUBAI BANK

Kingdom Of Saudi Arabia  
May 2019 - May 2019

#### Supervisor Back Office, Operation Leader

- Managed teller operations to deliver exceptional customer service, maintain optimal cash levels, and ensure accurate end-of-day account reconciliation, mitigating fraud-related losses.

### FIRST ABU DHABI BANK

Sep 2016 - May 2019

#### Teller supervisor backup

- Responsible for managing the tellers with the objective of providing a high level of customer service, ensuring adequate cash available at cash counters, and all accounts are reconciled at the end of day and preventing losses through frauds.

### FIRST GULF BANK

United Arab Emirates  
Oct 2015 - Sep 2016

#### Teller

- Responsible for delivering highly efficient and professional cash / cheque related services to banks.
- Meet customers require /Ensuring cash available at the cash counter.
- Handling the cashier system within the branch to take payments from customers, preparing demand drafts, account transfers, signature verifications, etc.
- Attending to foreign currency customers.

### FIRST GULF BANK

United Arab Emirates

DRIVING LICENSE

Driving license category  
Qatari driving licenses

Nov 2013 - May 2015

Branch Operation Office

- Responsible for supporting the daily operations of the bank branch.
- This includes providing excellent customer service, overseeing cash management activities, performing bookkeeping duties, and ensuring compliance with bank policies and procedures.

FIRST GULF BANK  
United Arab Emirates  
Apr 2010 - Oct 2015

Senior Customer Service Representative

- Expand networks and contacts to establish a database of key potential and desired customers that can achieve the satisfaction of the customer/complaints.
- Motivate and Monitor the joiner team inquiries to achieve work perfectly completed on time.

FIRST GULF BANK  
United Arab Emirates  
Mar 2010 - Apr 2010

Product Trainer

- Perform training within production as needed and initiate training packages for on-the-job training.
- Coordinate with other departments to address training needs.
- Identify and resolve potential safety hazards.
- Conforms with and abides by all regulations, policies, work procedures, instructions, and safety rules.

FIRST GULF BANK  
United Arab Emirates  
Aug 2008 - Mar 2010

Customer Service Representative

- Providing information about products and services, taking orders, responding to customer complaints, processing returns, and performing countless other activities.
- Ability to Handle Pressure at calls .
- cross selling/up selling products for achieving department target ..
- Meet service levels & Quality standards.

EDUCATION

ZAYED AL AWAL  
SCHOOL  
United Arab Emirates  
2000

High school diploma

BANGALORE  
UNIVERSITY  
Bangalore- India  
2017

Bachelor of Science

SKILLS

BUSINESS DEVELOPMENT

COMMUNICATION

LEADERSHIP

DECISION MAKING

INTERPERSONAL COMMUNICATIONS

BRANCH MANAGEMENT

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PROBLEM-SOLVING SKILLS

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TIME MANAGEMENT

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ORGANIZATIONAL BEHAVIOR

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BUSINESS PERFORMANCE MANAGEMENT

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## COURSES

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### ALISON COURSES

Dec 2023 - Dec 2023

● Introduction to audit

### FIRST GULF BANKERS ACADEMY

Aug 2009 - Aug 2009

● Achieving customer engagement course

### FIRST GULF BANKERS ACADEMY

Nov 2009 - Nov 2009

● Certificate of focus on compliance

### FIRST GULF BANKERS ACADEMY

Nov 2009 - Nov 2009

● Behavioral competencies course

### INTER NETWORKS INSTITUTE OF NETWORK AND RESEARCH

Mar 2006 - May 2007

● Cisco Certified network associate

### INDIAN INSTITUTE OF COMPUTER TECHNOLOGY

May 2007 - Feb 2008

● Diploma in Hardware & Networking