



HUSHAM ELARIFI

BRANCH MANAGER

📍 Alrayyan, Doha, 00100, Qatar

☎ +974 71827365

✉ husham.elarifi@gmail.com

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

PROBLEM-SOLVING SKILLS

ORGANIZATIONAL BEHAVIOR

TIME MANAGEMENT

BUSINESS PERFORMANCE MANAGEMENT

COURSES

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