

# Curriculum vitae

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## Personal Information

Date of Birth : 25, Dec 1975  
Nationality : Palestinian  
Address : Abu Dhabi, UAE  
Visa type : Employment Visa  
Marital Status : Married  
Driving license : Available.

## Carrier Objective

Seeking a challenging position in Retail Banking Sales or Branches, Relationship Management, Business Development, or any related field, in which my skills & previous experience would be effective.

## Languages

	Read	Written	Spoken
Arabic	Mother Tongue		
English	Excellent	Excellent	Fluent

## Previous Experience

### Noor Islamic Bank( Abu Dhabi – UAE)

Position: Personal Loans and Credit Cards Advisor  
Period: (Dec 2018- Feb 2019)  
Department: Direct Sales - AUH.

**First Abu Dhabi Bank( Abu Dhabi – UAE)**

*Position: Mortgage Advisor*

*Period: (Nov 2017- Till Date)*

*Department: Direct Sales - AUH.*

*Responsibilities: Building a long-term relationship with customers & selling the bank's Mortgage products to contribute the bank's market share.*

**Doha Bank**

*Position: coordinator*

*Period: (Feb 2015- Aug. 2017)*

*Department: Direct Sales - AUH.*

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**American Express**

*Position: Premium Product Consultant*

*Period: (Oct 2012- Dec 2014)*

*Responsibilities: sales & marketing of AMEX Cards.*

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**Rak Bank**

***From Oct 2000 to Oct 2012***

***Position: Team Leader***

*Period: (2008-. 2012)*

*Department: Auto Loan AUH & Al Ain Branches*

*Responsibilities: Handling the Auto Loan Team in Abu Dhabi and Al Ain Branches*

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***Position: Senior Customer Service Officer***

*Period: (2004-. 2007)*

*Abu Dhabi Tourist Club Branch*

*Responsibilities: handling branch service and to achieve/exceed the agreed multi Products target.*

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***Position: Customer Service Officer***

*Period: (2000-. 2003)*

*Abu Dhabi Tourist Club Branch*

*Responsibilities: handling branch service and to achieve/exceed the agreed multi Products target.*

## **Abu Dhabi National Insurance Co. (ADNIC)**

*Position: underwriting officer*

*Period: (June 1997- March. 2000)*

**Department:** *Motors - (underwriting) - AUH.*

*Responsibilities: Handling issuing of motor insurance policies*

**Department:** *Motors - (Claim) - AUH.*

*Responsibilities: Handling motor accidents claims*

## **Al Rashad Arts and Designs**

*Position: Executive Secretary*

*Period: (Feb. 1994- Dec. 1996)*

*Responsibilities: Handling secretarial work plus advertisement designs*

## **Education**

- Diploma in Business Administration Abu Dhabi-UAE 1993-1995.
- General High School from Um Ammar School – Abu Dhabi, UAE 1990-1993

## **Outline Courses**

- *The 9th International Conference for Comprehensive Quality Management*
- *“Eternal Distinction Industry”, Abu Dhabi Chamber of Commerce and Industry-27-29.09.2004.*
- *Anti-Money Laundering & Counter Measures at: Global Training Centre*
- *Customer Service Course at: Meirc Training & Consulting.*
- *Service Delight Course at: Meirc Training & Consulting..*
- *Effective Sales Skills.*
- *Leadership Skills*

## **Computer Skills**

- Using Microsoft Windows XP, Vista, 7, & 8, and 10 very well
- Using the following program in Microsoft Office newest Package very well
  - Microsoft Word
  - Microsoft Excel
  - Power Point
- Surfing the internet, excellent email communication skills
- Ability to quickly understand & use the computer Systems of the companies.

### **Personal Skills**

- *Excellent computer Skills and technical skills.*
- *Excellent communication and organizational skills.*
- *Work under stress and like an active team member.*
- *Presentation & Negotiation skills.*
- *Open for new learning experiences and opportunities.*
- *Ability to create a useful reports & comparing the markets competitors.*
- *Prompt to complete duties & Responsibilities.*
- *Objections handling & Ability to get the problems solved & Professional customer services skills.*

*All references are available upon request...*