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**Nationality:** Jordanian

**Visa status:** Resident

## OBJECTIVE

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Equipped with over 13 years of experience in customer service management in banking and finance industry, I aspire to become part of a dynamic and reputed organization that offers versatile opportunities for comprehensive career building and skills development.

## WORK EXPERIENCE

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### **Jordan bank**

#### **Customer Service Officer**

June, 2008 - December 2008

- Responsible for granting credit for retail.
- Accounts opening for new customers.
- Lgs and Lcs issuance.
- Different kinds of checks issuance.
- Sales and marketing inside and outside office with monthly required target.

### **Housing bank**

#### **Customer Service Officer**

January, 2009 – June, 2011

- Responsible for granting and analyzing credit for retail
- Marketing for all bank's products with new and outstanding customers
- Credit recommendations organizing.
- Lgs and Lcs issuance
- Responsible for credit and debit cards.
- Responsible for overdue loans following and collection.
- marketing inside and outside the office with monthly required target.

#### **Customer Service Supervisor**

June, 2011 – July, 2016

- Supervise and coordinate activities of workers engaged in customer service activities.
- Plan prepare, and devise work schedules according to workloads.
- Observe and evaluate workers' performance.
- Issue instructions and assign duties to workers.
- Train and instruct employees.
- Communicate with other departments and management to resolve problems and expedite work.
- Interpret and communicate work procedures and company policies to staff.
- Help workers in resolving problems and completing work.
- Resolve complaints and answer questions of customers regarding services and procedures.
- Review and check work of subordinates such as reports, records, and applications for accuracy and content, and correct errors.
- Make recommendations to management concerning staff and improvement of procedures. Plan and develop improved procedures.

#### **Business Relationship Manager**

July, 2016 – April, 2018

- Build and improve relationships with customers, key suppliers and partners.
- Review bank practices to ensure clients get maximum satisfaction from their purchases.
- Identify potential opportunities and inform the sales team and bank branches to follow up.
- Educate and inform clients about the company's products, services and special offers.
- Attend to client complaints and resolve issues promptly.
- Conduct customer satisfaction surveys and recommend ways of improving client satisfaction.
- Work with internal departments to ensure bank meets clients' expectations.
- Oversee customer relationship management system.

### **Dale Carnegie Office / Jordan**

#### **Part Time Trainer**

January, 2017 – June, 2018

- Trained more than 1,000 fresh graduated students for:
  1. Breaking out of comfort zone.
  2. Job Interview.
  3. Customer Service.
  4. Time Management
  5. High Impact Presentation

### **Finance House PJSC (UAE, Abu Dhabi)**

#### **Credit Administration and Control Officer**

April, 2018 – November, 2018

- Receiving of the credit sanctions from the relationship managers to prepare all documents for the customer (Offer Letters/Mortgage Contracts/Credit Facility Agreements, etc...)
- Check all the deficient documents which they have to be provided by the customer.
- Check all customer documents to make sure that they are legally fine.
- Verify all the documents before disturbing process.
- Execute the disturbing process on the system.
- Revolving revision for the customer's loans and limits on the system and as documents.

### **Insurance House (UAE, Abu Dhabi)**

#### **Customer Service Representative/ Motor Claims**

January, 2019 – until now

- Handling motor claims customers on Daily Basis.
- Prepare the claims and send them to the companies.
- Receive the claims from other companies for settlements.
- Open claims of other companies and enter data related to the accident.
- Follow up the company claims with other companies through phone calls and visits to follow up our pending claims.
- Collect credit notes between the companies.
- Issue Debit/Credit notes.
- Issuing reports regarding recovered claims from other Insurance companies.
- Issuing monthly reports.
- Follow up Individual collection of recovery claims.
- Inward/outward Co-Insurance entries and facultative placements.
- Motor Co-insurance entries and processing.
- Follow up Individual collection of recovery claims and Coordinate the claims between Head office, Dubai and Al Sharjah branches.
- Advising the client about the status of the claim
- Handling Total Loss vehicles.
- Participated and planned to customer service journey creating for motor claims department

## **KNOWLEDGE AND SKILLS**

- Thorough knowledge of lending and appraisal laws and regulations with ability to keep up to date on regulation changes.
- Strong knowledge of credit structuring & analysis.
- Strong analytical, technical and statistical skills.
- Strong knowledge of loan products and other credit instruments.
- Ability to research industry trends and other regulation changes.
- Regard for all important details to assure accuracy in every transaction performed; detect errors; follow through on corrections and details
- Sound working knowledge of accounting principles and financial statements
- Clear and concise verbal and written communication skills.
- Ability to effectively manage one's time to complete work according to established deadlines, prioritize tasks to make the best use of time for high priority tasks
- Sound judgment, logical reasoning and strong drive for results and success
- Interact and communicate effectively with personnel at all levels of the organization.
- Strong integrity in all areas, adhering to policies, regulations and utmost ethical and legal standards
- Uphold confidentiality and privacy of findings in all situations

## QUALIFICATIONS

*Hashemite University, Jordan*

2003-2008

Bachelor of finance

Rating: good

*Zarqa secondary School, Jordan*

2002-2003

Literature section

Average: 80.7

## OUTSIDE COURSES

- Credit officers course from housing bank (its popular course in Jordanian banks, which qualify the clerk to relationship manager and credit analyzer position, it contains more than 25 specialized courses at credit, corporate finance field, and relationship management).
- customer service and social connecting (15 courses)
- Training course in bank of Jordan (contains 8 courses in finance and banking).
- The comprehensive orientation training program in housing bank.
- Course in revealing forgery and counter fit in banking.
- Course in positive thinking and business etiquette. (3 courses)
- Course in selling and building customer loyalty skills. (2 courses)
- Projects management course.
- anti-money and laundering and counter.
- terrorism financing course.
- financial crimes, corruption and fraud.
- foreign account tax compliance act course
- marketing skills (10 courses)
- Legal cases related to banking business.

## ADDITIONAL INFORMATION

- Effective analytical, research and communication skills
- Ability to work under pressure.
- Ability to learn and contribute in diverse environments
- Proficient in M.S Office, with Cambridge university diploma in IT skills
- Linguistic skills: Excellent in English