



Hussein Salah Abu Daka

Abu Dhabi, United Arab Emirates

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D.O.B: **21.09.1981**

Nationality: **Palestine**

Marital Status: **Married**

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OBJECTIVE : Enthusiastically to work in a professional organization, providing best support, services, knowledge and self-sufficient. That in addition, to improve my skills, abilities to learn, and capabilities to right things.

Education & Qualifications:

2000-2001: Rabee Bin Ameer High School "Degree Completed"

2002-2004: Emirates College of Technology

Business Administration And Computer Information System

August 2004 "date of graduation "

Work Experience:

❖ From January 2010 till 2011

- ❖ **Company Name:** banyas Group
- ❖ **Position** : Public Relationship Officer

❖ From OCTOBER 2005 till OCTOBER2009

- ❖ **Company Name:** First Gulf Bank
- ❖ **Position** : Relationship Manager
- Promote FGB service by providing consistent, accurate and transparent information to customers & educate them on alternate channels provided.
- Achieve sales referral targets assigned and contribute to overall achievement of the team.
- Ensure that all services level agreements are being met consistently without any fail.
- Pro-actively resolve customer issues/complaints and perform superior service recovery
- Consistently illustrate high levels of customer orientation and professionalism in day to day conduct.
- Team trainings, day to day correspondence with direct sales agents, Team Leaders, Credit Department personnel, Product Teams and Senior Management.
- conducting in-depth reviews of clients' financial circumstances, current provision and future aims;
- analyzing information and preparing plans best suited to individual clients' requirements;
- providing clients with information on new and existing products and services;
- assisting clients to make informed decisions;
- producing financial reports;

❖ **From January 2004 till August 2005 :**

- ❖ **Company Name:** AL Hamid Group
- ❖ **Position** : Sales Executive

Duties and Responsibilities:

to develop new business relationships and secure sales revenue.

To consultative approach to identify prospects, understand and diagnose packaging and business needs, develop unique solutions and manage the implementation process.

identify customer needs and opportunities and create solutions from the diverse offerings

to be instrumental in leading strategic projects and solving customer problems by interfacing with clients and collaborating with internal resources

. to participate in the development of potential new breakthroughs to help drive our future portfolio of solution-oriented innovations, technologies and services

❖ **Other Experience:**

❖ **Abu Dhabi Islamic Bank.**

- Data Entry.
- FLEXCUBE : A/C MAINTENANCE
 1. Flagging of Customer Account.
 2. Placing a Memo on the Customer Account.
 3. Opening Accounts for the Ministry of Social Affairs and Ministry of Finance.
 4. Placing Memo and Flagging Accounts, Updating their address by using Flexcube System.

Working in the IPO Center (Tourist Branch Building) in application verification/Segregation, data entry section and Customer Service in the following IPO's:

- Data Entry on daily Basis
- AHTHIA IPO
- RAS AL KHAIMA PROPERTIES
- EITC IPO
- TAMWEL IPO
- DANA GASS IPO
- AL TAQA IPO
- AL ARABIA ISLAMIC IPO
- SUROH IPO
- ABAAR IPO
- ARKAN IPO

ATTRIBUTES:

- Ability to interact and communicate effectively with people from varied cultures and background.
- Strong sense of personal initiatives & professional dedication.
- Ability to perform under pressure and work stain.
- Ability to work independently and as part of team.
- Ability to learn quickly adapt to new situation.

Languages: Arabic native speaker
 English Fluent

Skills:

- Responsible and dedicated.
- Team Work and cooperative.
- Fully Conversant with Ms Office, Excel, Internet, HTTP, MS Outlook express and PowerPoint.
- Typing (English & Arabic).

Interests: My interest is to work in Banking and Finance field and I will utilize my capabilities in the same.

References are available upon request.