



# KHALED BAHGAT ABDELLATIF

Financial Development Executive

## CONTACT

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Abu Dhabi



## EDUCATION

### CAIRO UNIVERSITY

*Cairo, Egypt*

*Bachelor's Faculty of Law*

*July 2008*

### *Relevant Coursework*

English Language Course

American University

Cairo, May 2006

French Language Course

French Center of Culture

and Cooperation

Cairo, June 2006

## SKILLS

Customer Focus

Sales and Marketing

Management and Leadership

Interpersonal

Microsoft Office

### **Languages:**

Arabic (Mother Tongue)

English (Fluent)

French (Fair)

## CAREER SUMMARY

Results-driven financial development executive professional with more than 11 years of experience and proven knowledge of client relationship management. Aiming to leverage my skills to successfully fill a challenging role at your company.

## EXPERIENCE

### FINANCIAL DEVELOPMENT EXECUTIVE

*Abu Dhabi Islamic Bank, Abu Dhabi / February 2018 - Present*

- Analyzed applicants' financial status, credit, and property evaluations to determine the feasibility of granting loans.
- Achieved monthly sales and maintained good business relationships.
- Assisted with the development and integration of finance processes and controls.
- Worked with KPI's and revenue targets as set by the sales manager.
- Built and maintained client bases, keeping current client plans up-to-date, and recruiting new clients on an ongoing basis.

### SENIOR RELATIONSHIP OFFICER

*Orient Insurance LLC - Al Futtaim Group, Abu Dhabi / December 2016 - December 2017*

- Developed prospects from current commercial customers, referral leads, or sales or trade meetings.
- Planned and directed staffing, training, and performance evaluations to develop and control sales and service programs.
- Generated pipeline customers and focused on deals closures.
- Drove and assisted in the monthly target sales.

## CERTIFICATIONS

Driver's License  
UAE & Egypt

Padi Diving's License  
Padi Dive Master Course  
Sharm Al Shiekh, August 2007

## TRAININGS

Customer Service and  
Sales Technique  
Etisalat Abu Dhabi, 2015

Credit Card and Personal  
Loan Management  
ADIB, 2018

## HOBBIES

Reading books  
Swimming  
Diving  
Football

## REFERENCES

To be followed upon request.

## DUTY MANAGER

*Etisalat, Abu Dhabi / February 2014 - October 2016*

- Monitored sales activities to ensure that customers received satisfactory service and quality products.
- Solved customer complaints and collected customers' feedback on sales performance and aftersales service.
- Made the daily huddle, tracking the queue to sort the waiting time and to check MTD achievement.
- Assisted customers to find products, demonstrate the features and benefits of phones and other devices.

## SERVICE ADVISOR

*Hyundai, Cairo / May 2010 - December 2013*

- Inspected vehicles and recommended additional services as needed.
- Liaising between the customer and service technicians for clients' specific needs and complaints.
- Verified estimation costs, warranty coverage, and test-driving vehicles.
- Opening job cards established an accurate "promised time" with customers by conferring with the team leader.

## CUSTOMER SERVICE EXECUTIVE

*Etisalat, Cairo / August 2008 - March 2010*

- Conferred with customers by telephone or in-person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Sold new products and explaining the new offers to clients.
- Achieved sales target in the branch.