

Mohamed Youssef



JVC, Dubai UAE



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[CAREER OBJECTIVE]

As an intern, I would be making best use of my existing knowledge of banking, finance, and commerce in doing the work assigned to me. It would involve adding entries in the general ledger, trail balance and balancing financial statements.

[EDUCATION]

Bachelor of Computer Science and Business Administration

Port Said University, Port Said City, Egypt

[TECHNICAL SKILLS]

- + Network, hardware troubleshooting
- + Repair & maintenance Microsoft office.
- + Final, sibil CRM, cognos, IPMS, Sales force, KYC.
- + Cheque clearing, Account maintenance.

[PERSONAL SKILLS]

- + Driving license.
- + Good verbal and written communication skills
- + Motivated and always willing to learn new things
- + Collaborative and able to work in teams or groups
- + Good analytical and logical approach
- + Thorough knowledge about finance and banking

[TRAININGS ATTENDED]

- + Communication skills.
- + Business etiquette.
- + Negotiation skills.
- + Stress management
- + Quality and data analysis
- + Project management for non-project manager.
- + Performance management
- + Money laundering & terrorism financing completion report
- + Active listening
- + Data analysis
- + Dubai land department system (Ogood)
- + Abu Dhabi Municipality system (smart Hub)

[PRE-PROFESSIONAL EXPERIENCE]

Team Leader credit control (Registration Office) Damac Properties (August 2017 – till now)

- Preparing RFP for any external payment related to DLD registration like New Project registration in RERA or for opening Escrow Accounts.
- Processing title registration applications and uploading of the same through DSR/Oqood system.
- Processing title deed applications and uploading of the same through DSR/Oqood system.
- Processing Mortgage Title deed applications and uploading of the same through DSR/Oqood system.
- Processing termination applications and uploading of the same through Oqood system.
- Update Customer Information in oracle, Sales force and DLD sys.
- Tracing, reporting and monitoring the daily hand over of the title deed, registration IN and OUT.
- Processing title registration applications and uploading of the same through smart hub system.
- Processing title deed applications and uploading of the same through smart hub system.
- Prepare Title deed documents for (Abu Dhabi project & Jordan project, Lebanon, Saudi Arabia)
- Update company documents throw Dubai land department and Abu Dhabi system (Trade license).
- Apply for RERA permit for Brokers and marketing department
- Following up with DLD for all inquiries (registration – Termination – Ejari- mortgage – broker training)
- Trainer for CRM team, Mortgage team, handover team and sale team for Title deed ,ejari and registration process
- Handling all inquiries and complaint RDCU system
- ➤ Handling mortgage inquiries throw ADM & DLD system.
- Public relation officer for Dubai land department, Abu Dhabi municipality and trustee office

Emirates NBD bank Dubai Operations Processing Consultant (August 2014 – June 2017)

Multi departments (KYC, ACCOUNT MAINTENANCE, Cheque clearing) As Operations Processing Consultant - Accounts Relations Center

- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.

Customer Service Representative Kuwait Food Company pizza hut brand (June 2012 - June 2014)

- Dealing with enquiries
- Answering calls from new and existing customers.
- Suggesting solutions to customers in a positive manner.
- Dealing with all escalated complaints and enquiries efficiently and effectively.

[PERSONAL INFORMATION]

DOB: 09/03/1988.

Nationality: Egyptian.

Marital status: single.

Military status: exemption.

[REFERENCES]

Available upon request.