

**PROFILE:** To join a dynamic and innovative organization, where I can enhance my skills while working for the benefits of your esteemed organization.

## CONTACT DETAILS

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Reference No# 00971506262223

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## ADDRESS

United Arab Emirates, SHARJAH ,  
ALBUTAINA Area

## LANGUAGES

Arabic – Native

English - Fluent

## PERSONAL INFORMATION

Nationality: Egyptian

Marital Status: Married

In UAE since : JUN.1989

## KEY SKILLS

Microsoft Office

Emails

Project Planning

Team player

Proactive

Confident

## Education – Certificates

### [EBISF-DXB]

- Effective Leadership Skills (18TH NOV 2014 to 20TH NOV 2014)
- Breakthrough Customer Service II (17TH SEP 2013 To 18TH SEP 2013)
- English for Bankers II – (07th April 2013 to 11th April 2013)

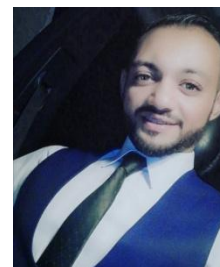
### [AL ZAQAEEQ UNIVERSITY-EGYPT-CAIRO]

- Bachelor Business Administration.

### [Humid Bin Abdul Aziz, Ajman]

- High School

## ESLAM HAMDİ ISMAEL ADB ELDHAHER



## WORK EXPERIENCE

### [Ajman Bank]

#### 1. Central Operations – Retail Asset Operations – Processor

(01.FEB.2019 To 10.FEB.2020).

- Finance Booking for Individuals and Staff, issuance of Clearance and Liability Calculations.
- Follow-up with sales for quotation and invoices
- Daily end of day reports and key volume.
- T24 system and CRM system handling in all processed cases.
- LPO issuance plus documents checkup and verification.

#### 2. Central Operations – AFU Unit-Retail and Corporate Accounts–Processor.

(19.MAR.2018 To 31.JAN.2019).

- Open accounts for payroll and Companies related to business Dept.
- In charge of receiving the shipment of the debit cards from the courier.
- Make sure to deliver the cards to the correct address for the companies.

#### 3. Team Leader Data Clean Up Project – Central Bank Role

(15.SEP.2017 To 19.MAR.2018).

- Team Leader of “8 person” on evening shift team to complete the project requirement before the deadline.
- Interviewing intern ship agents and provide training to them as will.

#### 4. Call Center Agent & Team Leader Assistant (12.SEP.2012 To 10.SEP.2017).

- Answer inbound calls professionally and respond to customer requests.
- Research required information using available sources.
- Cross selling the bank new products
- Provide customers with product and service information
- Preparing agents duty schedule during the month, in addition provide training for new joiners.
- Assist the team leaders in tasks given by the higher management.

#### 5. Al Hamrani Real Estate Office - Secretary and Accountant

(FEB 2013 To AUG 2013)

#### 6. AJ Security & Consultant Solution – Collection Officer & Accountant Assistant.

(DEC 2011 To SEP 2012)

#### 7. Methaq Takful insurance company – Teller. (AUG-2011 To NOV-2011)

#### 8. RTA – SALIK - Call Center Agent (JUL 2010 To AUG 2011)