**AHMED MOSTAFA ELDAMATY**

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| **Career Objective** | Seeking an opportunity in an organization that can utilize my skills in achieving company objectives by contribution that enhances the development, advancement and growth of both parties. |
| **Personal Information****Education****Experience** | Nationality : EgyptianBirth day : 16/10/1983Marital status: MarriedMilitary status: Exempted*University: Benha University.**Faculty: Social Work**Grade: Good**Graduation year: 2008***Deem Finance**Senior Sales ExecutiveMay 2019.. Mar 2020.**Responsibilities***- Selling the retail service to achieve the target.**- Responsible for all retail products (personal loan and credit card).**- Selling the retail banking services to targeted customers, negotiate.**- suggesting information about other products and services.**- Opens customer accounts by recording account information.* *-Maintains customer records by updating account information.***Al Masraf Arab Bank for Investment & Foreign Trade**RELATIONSHIP OFFICER- Business Banking Dec 2017 – Mar 2019 .**Responsibilities***-.Responsible for all retail products ( personal loan and credit card ).**- Responsible for Liability SME & Retail portfolio and client relationships* *of the branch.**- Responsible for deposit mobilization and account Opening* *- Responsible for cross-selling various products such as Consumer .**- Achieve agreed sales target as assigned by the Management.***ABU DHABI ISLAMIC BANK - UAE** *Customer Service Representative- Banca takaful**Feb 2017 – Sep 2017***Responsibilities***-Selling Takaful plan banking service to achieve the bank target.**-Selling Salama and Aman companies programs to targeted customer.**- Assure after sales services& quality* *- Reaching out for the prospects or the candidates who has business* *matching with our products .**- Maintain a good relationship with existing customers via follow up.***ABU DHABI ISLAMIC BANK EGYPT***Senior Sales Officer**December 2013 – December 2016***Responsibilities***- Selling the retail banking service to achieve the bank target.**- Responsible for all retail products (personal loan and credit card).**- Assure after sales services& quality, prepare weekly and monthly sales reports.**- Rarify the data presented to determine which is eligible with bank policy or not**- Selling the retail banking services to targeted customers, negotiate.**-Attracts potential customers by answering product and service questions;* *suggesting information about other products and services.***ALLIANZ LIFE ASSURANCE –EGYPT***Call Center - Bancansurance**September 2011 –October 2013***Responsibilities***Greet clients over the phone and inquire into their purpose of calling.**-Listen carefully to clients and make notes of information both mentally and actually.**-Ask questions to determine nature of problem or query.**-Verify clients by asking predefined date of birth, name and passcode questions.**-Provide clients with information once verification has been established**-Assist clients through online and phone banking problems.**-Instruct clients about security concerns regarding their accounts and online transactions.**-Provide clients with information on account status and check / instrument clearance***APP9 Real Estate .. EGYPT***Property consultant* *Dec 2007- May 2009***Responsibilities***• Interview clients to determine what kinds of properties they were seeking*  *and generate lists meeting those requirements from available properties.**• Promoted sales of properties through advertisement.**• Generating leads through various marketing campaigns, like phone calls,* *email & online ads.**• Negotiating deals between buyers and sellers that can also lead to the need* *to resolve conflicts**• Holding open houses as well as escorting potential buyers to properties that* *match their needs.**• Creating legal documents like lease agreements, contracts, and deeds**• Consistently keeping up to date with the local and national real estate* |
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| **Computer Skills****Languages** **Additional courses:**  | *▪ IBM Company about international computer driving license (ICDL)* *( IT ) information technology*  *Ms Windows MS Excel MS Word MS PowerPoint MS Access Internet skill*Fluent: English and Arabic▪ IBM Company about international computer driving license (ICDL) ( IT ) information technologyMs WindowsMS ExcelMS WordMS PowerPointMS AccessInternet skill▪ (January 2008\_ April 2008)Egyptian association for language & It (English general )▪ (November 2007 \_ December 2007)Next institute course of (HR)▪ (July 2007 \_ September 2007)Attended the course of stock marketing simulation at future youth association |
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|  |  ***Thank you*** |
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