**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 : Egyptian  Birth day : 16/10/1983  Marital status: Married  Military status: Exempted  *University: Benha University.*  *Faculty: Social Work*  *Grade: Good*  *Graduation year: 2008*  **Deem Finance** Senior Sales Executive  May 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 technology  Ms Windows  MS Excel  MS Word  MS PowerPoint  MS Access  Internet 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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