



Mr. Ziad Hasan Antar

Customer Relationship Management/Administration Specialist/Business Development Management/Call center

Management/Account Manager/Sales Management/Operation Management

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PROFILE SUMMARY >>>

An ambitious, highly motivated and energetic Business Developer with excellent sales and marketing and customer experience and lead staff skills. With a proven ability to get results, generate revenue, improve service as well as reduce costs. I have more than 15 years of customer relationship management and business development and lead the teams and their evaluation and build strong relationship with the customers.

PROFESSIONAL EXPERIENCE >>>

❖ **Emirates NBD, Dubai, UAE Title:** **July 2015 – up to date**

Retail & Banking Administration & customer service officer

- Handled the bank's priority retail clients with major transactions to ensure a smooth running of their day-to-day operations.
- Manage and sale all products' inquiries raised by retail clients, providing direct and indirect solutions.
- Leading the teams and assisting clients in providing optimal financial advice on various banking products.
- Monitoring clients' requirements
- Identifying prospective opportunities and assisting in achieving and increasing revenue.
- Participating in the business development process plans to achieve the KPI of the branches.
- Ensured that customer complaints are resolved and dealt with in a timely manner. Monitored loan payments and reported cases to collection department to take the necessary action.
- Handled retail banking services, such as account opening, visa credit cards, checkbooks, bank certificates and other retail banking services.
- Proposed and executed strategies for retaining customers and clients.
- Built relationships with prospective customers and successfully sold the bank's products.
- Managing the priorities client's accounts in all aspects.

❖ **Sharjah Municipality, Sharjah, UAE Title:** **July 2010 – May 2015**

Follow-up and Inspection Specialist

- Inspected shops, buildings and under-construction projects to ensure compliance with permits issued by the Municipality and drew sketches of contraventions.
 - Handled complaints hotline.
 - Issued decoration permits.
 - Handled customer inquiries and logged maintenance and demolition requests.
 - Inspected the soundness of buildings.
 - Made notes of the required maintenance for the inspected buildings.
 - Carried out a follow-up inspection of abandoned buildings in Sharjah to determine condition.
 - Issued maintenance and demolition permits.
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❖ **ABN Amro Bank Dubai, Dubai, UAE** *Title:*

Oct 2006 – June 2010

Account Service Supervisor/ Translator

- Processed credit card, account opening, loans, checkbooks and other banking applications.
- Approved the maintenance of client static data and assisted in the translation of Arabic legal documents in relation to the opening of accounts.
- Handled private clients (retail and VGPB account opening) and carried out the necessary due diligence.
- Coordinated with and assisted the compliance department with respect to money laundering matters, which include, but are not limited to, police letters, central bank circulars and court letters.
- Liaised with the Central Bank of the United Arab Emirates on a day to day basis in relation to the legal issues of ABN AMRO Bank
- Maintained knowledge of all of the bank's products.
- Attended to customers' inquiries and guided them to the optimal product that best meets their requirements.
- Apply and incorporate the technical skills in several projects for reducing the related cost and Relatively increase the profit.

❖ **Orbit Direct (OSN), Dubai, UAE** *Title:*

April 2004 – Sep 2006

Customer Service Supervisor

- Supervised the processing section.
- Activated the accounts of customers and verified the payment details.
- Processed orders from regional and local dealers
- Maintained and updated the digital filing system
- Handled and resolved customers' complaints over the phone which is related to customer relation management skills that focus in increasing the customer satisfactions.
- Assisted the direct sales team at Orbit kiosks during peak hours
- Implement and develop the organization future plans to improve the over all business to achieve The desired goals.

❖ **Dubai Municipality, Dubai, UAE**

March 2002 – March 2004

- Lead the team of the Digital Archive Project.
- Handled the transfer of all Dubai Municipality plans and blueprints to an indexed digital archive.

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EDUCATION & CAPABILITIES



- **Civil Engineering Diploma**, Tishreen University, Lattakia, Syria, 2001
- **Languages:**
 - Arabic (Mother tongue)
 - English (Fluent written and spoken)
- **Driving Licenses:**
 - UAE Driving License, Dubai, 2005.

CORE COMPETENCES



Strong communication/Ability to gain people confidence/ New business Acquisition/business Development Planing/customer relationship Building/Client Retention/Account Management/Manage and develop all Technical Requirements/Increase Customer satisfactions.

PERSONAL DETAILS



Date of Birth: May 20 , 1980
Nationality: Syrian
Marital Status: Single

REFERENCES

References shall be made available upon request