



**Name:** Shady Magdy Diaa  
Shabana  
**Address:** UAE, Dubai, Silicon Oasis  
ASB tower  
**Mobile :** +971509134317  
**E-mail :** shady\_819@hotmail.com

## **Objective**

A skilled sales & customer service Leader with a massive work experience in major multinational organizations. Hard worker, customer-oriented with a high ability to perform under pressure. Seeking a challenging career opportunity in the customer relations, sales or customer service field in a reputable company where my academic background, work experience and interpersonal skills would be utilized and further developed.

## **Work Experience**

### **Abu Dhabi Islamic bank Tele sales officer 01/02/2021 till 29/11/2021**

- Selling all types of credit card through the phone & prepares customers' files in line with ADIB bank policies & procedures.
- Handles customers' different inquiries, complaints and requests.
- Prepares the set of the required documentation of retail products for all types of credit cards, personal loans and follow up implementation.
- Maintains a high level of continuous learning of new products offered by the competitors and reports them to the top management to support the decision-making process.
- Deepens relationships and increases targeted customers through the execution of an effective sales process.

### **Dubai asset management by Dubai holding Sr. customer service representative from 01/08/2020 till 31/12/2020**

- Registering new customers for viewing purposes in salesforce, forwarding details to leasing agent, providing pricing and pitching property facilities.
- Handle and lodge queries related to renewal for customers, guiding them step by step through app and web site.
- Receive Inbound calls for client for suggestion, complaints and queries.
- Updating customer for policies while guiding them about documentation, move in and move out process and procedures to follow.
- Taking complaints on Fresh desk and supporting maintenance through Maximo CRM.
- Using Yardi system to open tickets for action my higher management for

- approvals, special reductions, information and co-ordination.
- Redirecting calls to other queues and highlighting necessary ones for escalation.

**Ministry of human resources and Emiratization (Mohre) Sr. Customer Service officer 21/07/2019 till 30/07/2020**

- Answer legal and general inquiry questions
- File different types of complaints (Labor complaint –My gov complaint – Technical support complaint- DW agency complaint)
- Check the labor details and status in Mohre system
- **Era Commercial broker (Food & beverage) Sales manager freelance 27/01/2019 till 31/03/2019**
- Connect the best offers from suppliers to meet with distributors requirements in order to reach the company criteria
- Maintain good relations with distributors and following up with them to close the deals
- Interacts with clients, owners and suppliers to promote food and beverage
- Evaluate marketing promotions and produce monthly reports
- Liaise with distribution team fulfillment team and clients
- Coordinate and monitor the receipt segregation and dispatch of goods
- Achieves assigned sales budget via the combination of customer acquisition and relationship deepening

**RAK Bank “The National Bank Of Ras Al Khaimah” Relationship officer” 08/05/2012 till 30/09/2018**

- Responsible for increasing the branches portfolio assets and liabilities through the execution of an effective sales process
- Achieves assigned sales budget via combination of customer acquisition and relationship deepening
- Grows the number of new accounts via conversion of branch
- Walk-ins, customer referrals, marketing leads & self-generated leads
- Acting as a backbone to the branches in opening all types of accounts (corporate & individuals)
- Updating all types of accounts as per client's requests communicating with other departments
- Escalate promptly if any irregularities / incidents that may lead to risk or financial loss.
- Assist and ensure archiving of documents is done regularly for the areas of responsibility.
- Handling inquiries regarding credit cards, personal loans, car loans, and insurance
- translate Arabic documents to English and vice versa accurately as and when required applicable for Arabic conversant staff only
- Perform any other duties or tasks as required or instructed by the manager to

support the smooth operation of the department.

- Receiving Central Bank Circulars, AML Circulars and Court Orders Letters, checking all replies regarding the same.
- Updates customers dormant accounts on monthly basis within the bank regulations and procedures Processes all operational transactions

#### **Etisalat UAE Retail officer 11/ 2010 till 4/2012**

- Selling Company's products and services.
- Offering many products through cross selling process
- Assess the customers' needs and recommend the best solution for their problems.
- Respond to all customers' & the merchants inquires.
- Handle and resolve customer complaints, identify and escalate priority issues and follow up
- Applying services such as roaming services, Internet bundles, information packages & brochures
- Handling a team of agents, assisting their inquiries and trace their performance.
- Achieving the required service level, keeping an eye on it to make sure it never goes down.

#### **Vodafone Egypt "Retail Service officer" 8/2008 till 10/2010**

- Assess the customers' needs and recommend the best solution for their problem
- Deepens relationships and increases targeted customers through the execution of an effective sales process.
- Handling Customers' objections professionally.
- Applying services such as roaming services, data packages, promotions, billings & rate planes to the clients as per request & deal with the angry customers.
- Build customer's interest in the services and products offered by the company.
- Achieving KPIS Targets Such As targets and productivity
- Resolving Complaints and Follow Up with Concerned Departments

#### **Barclays Bank "Relationship Officer" 12/01/2009 till 1/7/2009**

- Achieves assigned sales budget via the combination of customer acquisition and relationship deepening.
- Deepens relationships and increases targeted customers through the execution of an effective sales process.
- Grows the number of new account relationships via conversion of branch Walk-ins & customer referrals.
- Selling all types of credit card & prepares customers' files in line with Barclays bank policies & procedures.
- Handles customers' different inquires, complaints and requests.
- Maintains a high level of continuous learning of new products offered by the competitors and reports them to the top management to support the decision-making process.
- Prepares the set of the required documentation of retail products for all types of credit cards, personal loans and follow up implementation.

- Assesses customer's financial needs and recommends the best solution and follow up implementation

## **Part Time Jobs**

### **Gac motors Promotor 12/2020 till 05/2021**

- Showcase GAC fleet production.
- Promote the Value-added facilities including guaranteed buy-back.
- Explain the in-house finance.
- Doing service contracts and Extend warranty.
- Assist and guide clients with Vehicle technical specs.

### **GITEX technology shopper 2019**

- Promote our innovative as well as results-oriented products and help us improve the lives of our customers.
- Provide all the needed information on promoted products and service.
- Assist customers in finding the suitable product they are looking for.
- Provide advice and guidance on product selection to customers.
- Build lasting relationships with customers by contacting them to follow up on purchases, suggest purchase options and invite them to upcoming events.

### **Formula 1 11/2018 Event Host/Promoter**

- Conduct market research to identify possibilities and evaluate customer needs.
- Actively seek out new sales opportunities while promoting F1 products.
- Set up meetings with potential clients and listen to their wishes and concerns.
- Prepare and deliver appropriate presentations on products and services.
- Create frequent reviews and reports with sales and financial data.
- Ensure the availability of stock for sales and demonstrations.
- Participate on behalf of the company in exhibitions or conferences.
- Negotiate/close deals and handle complaints or objections.
- Collaborate with team members to achieve better results.
- Gather feedback from customers or prospects and share with internal teams.

## **Training**

- Certificate of Sales skills course at Barclays Bank.
- Customer Service training course at Vodafone Egypt for 1 month.
- Customer Service Training Course in Etisalat.
- Sales skills at RAK BANK

## **Education**

- Advanced Conversation Course "British Counsel" 2008-2009
- Modern Academy Maadi, 09/2004 to 06/2008.
- Major: (MIS) Management information system.
- Graduation Project Grade: Good.
- All school stages at Saint Fatima Language School June 2004.

## **Language Skills**

- Native Language: Arabic
- Excellent command of both written & spoken English.

## **Education**

- Advanced Conversation Course "British Counsel" 2008-2009
- Modern Academy Maadi, 09/2004 to 06/2008.

- Major: (MIS) Management information system.
- Graduation Project Grade: Good.
- All school stages at Saint Fatima Language School June 2004.

## **Language Skills**

- Native Language: Arabic
- Excellent command of both written & spoken English.

## **Computer Skills**

- Can deal perfectly with the following programs:  
Microsoft office (Word – Excel – Power Point)
- Proficient Internet user.
- Proficient windows user.

## **Personal Skills**

- 1 Very hard working, ambitious, responsible, organized and creative
- 2 Can work individually or as an effective member in a team.
- 3 Ability to get oriented with new tasks quickly according to job needs.
- 4 Ability to perform well under pressure & to stand more working hours.
- 5 Self-motivated & dynamic.

## **Interests**

Driving, Horse riding, Jet Ski, shooting and gym

## **Personal Information**

Date of Birth: 20/7/1987  
Place of Birth: Cairo  
Marital Status: Single  
Nationality: Egyptian  
Military Status: Exempted  
Visa: Employment  
Holding UAE Driving License

## **References will be furnished upon request**