

AYESHA MOHAMED SALEM ALMESSABI

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Professional Summary

Experienced Senior Client Analyst with a strong background in education, client service, and the travel and banking sectors. Skilled in managing client portfolios, analyzing needs, and providing strategic support. Passionate about delivering excellence and continuous improvement.

Key Skills

- Client Analysis & Portfolio Management
- Customer Relationship Management
- Problem Solving & Analytical Thinking
- Sales & Client Retention
- Verbal & Written Communication
- Microsoft Excel (Advanced) | ICDL
- CRM Systems | Amadeus | Internet Marketing
- Leadership & Team Collaboration

Work Experience

Senior Client Analyst Bank of Sharjah (Dec 2024 Present)

Analyze client needs and portfolios to enhance service quality.

Collaborate with internal teams to deliver tailored financial solutions.

Senior Customer Relationship Executive Omeir Travel Agency (2019 2024)

Managed and grew corporate accounts through client engagement.

Led contract negotiation and tenders.

Delivered high-quality service tailored to client needs.

Promoted after achieving consistent performance.

Sales Executive Chalhoub Group (3 months in 2019)

Assisted luxury clients, maintained brand image, and supported sales targets.

Kindergarten Teacher Various Schools (2017-2019)

Taught KG1 and KG2 in English, Math, and Science.

Delivered differentiated instruction for students with various needs.

Education

Bachelor in Education Emirates College for Advanced Education, Abu Dhabi | GPA: 2.72

High School (Literary Stream) Score: 86.4%

IELTS: Academic 6.0 | ICDL: 5.0

Certifications & Training

- Customer Service Training Spearhead Institute
- Excel Advanced Nadia Training Institute
- Internet Marketing Google Skills Program
- Entrepreneurship Ethraa Consultation
- Start Induction Program Chalhoub Group
- Dubai College of Tourism MUDYAF program
- Disaster & Emergency Response Training SANID
- Multiple Appreciation Certificates from ECAE Events

Languages

Arabic Native

English Fluent